

# **PRIVACY POLICY**

## **SIoux EMPIRE FEDERAL CREDIT UNION PRIVACY POLICY**

Sioux Empire Federal Credit Union understands that our members and website visitors are concerned about the privacy of their personal information and we are committed to safeguarding your confidential information. We have established policies and procedures concerning the collection, use and security of your information that will help protect your privacy. The following is a brief outline about what we do to protect your information along with some precautions you can utilize to protect your personal and financial information.

### Use of information we collect:

All information we collect from our members is kept confidential and used only for transacting business between the Credit Union and the member. We do not sell, rent or share any member information, except for transactions involving third parties or instances required by law. In such cases, we provide only the information required to complete the transaction. Third parties are not permitted to sell, rent, share or distribute this information.

### Types of information we collect:

- Applications for services: For example, we request member names, addresses, social security numbers, other personal information and account numbers to utilize for correspondence, transaction processing, record keeping, tax reporting and other Credit Union functions.
- Transaction Processing: For example, our systems record the deposits, withdrawals and types of transactions involving your accounts.
- Consumer Reporting Agencies: We use information from credit bureaus in making loan decisions. We also utilize information gathered from reporting agencies when opening share draft or share accounts to check for prior abuse or fraud.
- E-mails and electronic communications: Our web site does not require you to disclose any personally identifying information. We do not automatically collect e-mail addresses from our website visitors. We collect e-mail addresses from members who request periodic information or electronic information from our web site ([www.siouxempirefcu.org](http://www.siouxempirefcu.org)) in order to respond to such requests. We also collect information concerning name, address, social security number, account number, employment information, telephone number and others from members who submit loan applications, employment applications or membership applications through our website.
- Market Research Firms: Occasionally we contract with a market research firm that supplies us with information and estimates about our members, such as the number of individuals in the household, home ownership status, home market value and geographic location of residence. This information is compiled from a variety of sources including, but not limited to, census data, public records and questionnaires.

### Sharing of information

#### Third Parties who process member information in order to provide services to members or the credit union:

The credit union uses various third parties to assist in offering financial services to our members. For example, third parties are involved in processing of transactions involving credit cards, debit cards, ATM cards, share drafts, checks and IRA accounts. We also use third party assistance in making consumer and real estate loans, processing outgoing mail and offering insurance products.

In each case, when a third party is used for these services, the third party only receives the information necessary to conduct the transaction, and may not disclose any information about our members to any other parties or use it for unapproved purposes. We do not make our member information available for marketing purposes to any company that does not have a third party relationship with us.

Our policies and practices with respect to protecting the confidentiality, security and integrity of private information: To protect our member's information, Sioux Empire Federal Credit Union takes the following steps.

- All employees are required to enter two passwords before gaining access to our primary account records system.
- All paper reports and other documents to be discarded are shredded before disposal if they contain sensitive information.
- PC Home Branch, our internet-based home banking service, utilizes passwords, data encryption (SSL), firewalls, digital certificates and cookies to enhance confidentiality and reduce the potential for fraud. (The cookie PC Home Branch places on your computer does not record data such as financial transactions, passwords or account numbers.)

What our members can do to help:

- Protect your account numbers, card numbers, PINs (Personal Identification Numbers), and passwords. Never keep your PIN with your debit card, debit card or ATM card as that makes you vulnerable in the event your cards are lost or stolen.
- Use caution in revealing account numbers, social security numbers, etc. to other persons. In particular, if someone calls you and tells you he/she is calling you on behalf of the Credit Union and asks for you account number, you should beware. Legitimate Credit Union staff would already have access to that information.
- It's important that the Credit Union has current information about how to reach you. If we detect potentially fraudulent use of you account, we will attempt to contact you immediately. If your address or phone number changes, please let us know.

How you can reach us:

Our postal address is,  
Sioux Empire Federal Credit Union  
PO Box 84627  
Sioux Falls, SD 57118-4627  
Phone (605) 367-7070