

# DOW GREAT WESTERN CREDIT UNION

P. O. Box 2059

Antioch, CA 94531 • (925) 331-1010

## *Member Privacy Policy Disclosure*

*We at Dow Great Western Credit Union value the privacy of our members. You have chosen to do business with us, and we recognize our responsibility to keep the information you provide to us secure and confidential. We believe that all personal financial information specific to you that you provide Dow Great Western Credit Union through any channel constitutes personal information. Protecting your privacy, along with your financial assets is our top priority. Dow Great Western Credit Union is committed to servicing all the financial needs of its members. As a service to you, our member, we may share information with select third parties that can offer valuable products and services that may interest you. When we share information with other parties for marketing purposes, you can expect them to treat it with the same strict standards as your credit union.*

*This privacy policy explains how we protect the privacy of your personal information and when we release information about you under certain situations, such as to maintain your account, or other circumstances as required or permitted by law.*



### **INFORMATION WE COLLECT AND DISCLOSE TO OTHERS**

In the course of doing business, we collect and use various types of information, such as information available from public records and credit reports, as well as information you provide to us. We may also access information about you, such as credit reports, when considering a request from you for additional services or when exercising our rights under the law or any agreement with you. In addition, we collect information about you from the following sources:

- Information we receive from you on applications and other forms you submit to us, such as your name, address and social security number.
- Information about your transactions with us, our affiliates, or others such as account balances and payment history.
- Information we receive from credit reporting agencies, such as your credit worthiness and credit history.

We may also disclose all of the information that we collect as described above. We do not disclose any non-public personal information about our members and former members to anyone, except as permitted by law.

### **SHARING INFORMATION WITH THIRD PARTIES**

We may disclose non-public personal information about you to financial service providers such as mortgage bankers, securities broker-dealers, and insurance agents. We may also disclose non-public personal information about you to nonaffiliated third party processors as necessary to complete transactions, maintain accounts and records, and as permitted by law.

We may disclose all the information we collect as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. We may also disclose information about you under other circumstances, as permitted or required by law.

### **CONFIDENTIALITY AND SECURITY OF INFORMATION**

Keeping your financial information secure is an important responsibility that is taken seriously at Dow Great Western Credit Union. We value your trust and handle your information with care. We restrict access to non-public personal information about you to those employees who need to know that information to provide products or services to you. Our policies and procedures emphasize the importance of keeping our members' information confidential. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your non-public personal information.

### **ACCURACY OF INFORMATION**

We make every effort to ensure that our records contain accurate, current and complete information. If you find that your account information is inaccurate, please call us at 925.331.1010 or write to us at P. O. Box 2059, Antioch, CA 94531. We will promptly investigate and make any necessary changes to update our records.

### **TERMINATION OF MEMBERSHIP**

If you decide to terminate your membership with Dow Great Western Credit Union, we will not share information we have collected about you, except as may be permitted or required by law.

