

Baylands Federal Credit Union is committed to providing you with financial products and services to meet your needs and help you reach your financial goals. We are required by law to give you this privacy notice to explain how we collect, use and safeguard your personal financial information. If after reading this notice you have any questions, please contact us at (804) 843-2520 or (888) 843-2520.

Categories of Information We Collect

Baylands Federal Credit Union collects nonpublic personal information about you from the following sources:

- Membership and other applications for products and services. We obtain information such as but not limited to your name, address, social security number, employer, income, and account information at other financial institutions.
- Companies we work with to provide you with products and services. We obtain information such as account balances, payment histories, parties to transactions, and credit card usage.
- Consumer reporting agencies. We obtain information related to your creditworthiness and credit history.

Categories of Information We Disclose

We may disclose all of the information we collect about you as permitted or required by law. The disclosure of this information typically includes processing transactions on your behalf, as you authorize to provide you with a product or service, to conduct the operations of this credit union, and to protect the security of your and our financial records.

In order to provide you with certain products and services we may disclose all of the information we collect as described above to organizations that provide these products or services to you on our behalf or we jointly market these products and services to you. If we disclose your information to one of these organizations we protect your confidentiality by doing business only with companies that agree to use your information only for the purposes we have disclosed it to them. Under no circumstances will we authorize those firms to charge member accounts for any fees without the member's consent. We will not sell member information to telemarketing firms.

In the event that you are no longer a member of this credit union we will not share any information we have collected about you, except as permitted or authorized by law.

We may report information about your accounts to credit bureaus. Late payments, or defaults on your account may be reflected in your credit report.

In instances in which Member information is shared, we require that third parties treat and maintain the privacy of your Member information with the same degree of diligence and careful attention as is required by Baylands Federal Credit Union.

How We Protect Your Information

Under no circumstances do we provide any information we collect about you to telemarketers or other third parties that do not act on your behalf as a member of this credit union. We maintain the confidentiality of the personal financial information we obtain from users of our ATMs.

We restrict access to nonpublic personal information about you to only those employees, members of our Board of Directors and committee members who have a specific business purpose for accessing and utilizing this information. Our employees, Board of Directors, and other committee members are required maintain confidentiality and member privacy. We maintain physical, electronic and procedural safeguards as part of a risk management system that complies with federal regulations to protect against anticipated threats or hazards to the security of your information and to protect against unauthorized access and use of that information.

As a member of our credit union, you also have a responsibility to safeguard your financial information. If you discover inaccurate records related to any of your transactions with the credit union, or believe an unauthorized person has accessed your account or obtained an access number such as your ATM PIN, contact us immediately so that we may take appropriate action.

A Private Note to Our Members:

Our credit union is committed to making available financial products and services that will enable you to meet your financial needs and reach your financial goals. Protecting personal information and using it in a manner consistent with your expectations is a high priority for everyone associated with our credit union.

As a member of our credit union, you also have a responsibility to safeguard your financial information.

To ensure that you can rely upon the quality of products and services we make available, our credit union stands behind the following privacy policy:

- Our credit union will collect only the personal information that is necessary to conduct our business. That means just what is necessary to provide competitive financial products and services -- no more.
- Our credit union will protect your personal information. Our credit union will maintain strong security controls to ensure that member information in our files and computers is protected. Where appropriate, we will use security-coding techniques to protect against unauthorized access to personal records, ensure accuracy and integrity of communications and transactions, and protect member confidentiality.
- You will always have access to your information. As a member of our credit union, you will always have the opportunity to review your information and make necessary changes to ensure that our records are complete and accurate.
- Our credit union will only share information when absolutely necessary. We will only share information to administer the products and services we provide, when required to do so by the government, or when we partner with other businesses to offer a broader array of products and services.
- Our credit union will partner only with businesses that follow strict confidentiality requirements. The businesses we select will offer products designed to enhance our members' economic well-being. Under no circumstances will we authorize these firms to charge your account without your express consent, and we will not sell member information to telemarketing firms.
- Our credit union will offer you a choice in how your information is used. Any member of our credit union may elect to keep their information from being shared with our business partners. We will inform you on how to exercise your choice, and we will take all reasonable steps to make sure your requests are followed.
- Notice will be given to our members regarding this privacy policy at the time of account opening, and annually thereafter. We will also inform them of the steps they need to take if they wish to have their personal information excluded.

Confidentiality and Security

If you decide to terminate your membership or become an inactive member, we will continue to adhere to the privacy policies and practices as described in this notice.

Privacy Options

You have choices as to how we contact you for marketing purposes as well as how we use your credit and personal financial information at Baylands Federal Credit Union and its affiliate.

If you are comfortable with the methods in which we use your information currently, there is no need to indicate your preference. We recognize, however, that you may wish to limit the ways in which we use your information for marketing, and we offer the following opt-out choices:

- You may request that we not call you.
- You may ask that we not send you information by mail.
- You may direct us not to contact you by email.
- You may also tell us not to share your credit and personal financial information with any affiliate of Baylands Federal Credit Union.

To specify your preference or discuss your options write to us at Baylands Federal Credit Union • Member Services • PO Box 392 • West Point, VA 23181, or call a Baylands Federal Credit Union Member Service Professional at (804) 843-2520 or (888) 843-2520. Preferences must include your name, address, telephone number and social security number (or tax payer identification number). Incomplete information will delay or prevent our ability to honor your request. If you have a joint account, a request by one owner will apply to the joint account. The opt-out designation, if elected, applies to your current portfolio of accounts. Our system will be updated to reflect your privacy preferences within 30 days following receipt of the request.

If you have already shared with us your privacy preferences under this policy, it is not necessary to contact us again. We will continue to honor the preferences you have made.

Keeping You Informed

We provide our Privacy Policy to all new members and to current members on an annual basis. Changes may be made to our policy. Our current policy is always available at www.baylandsfcu.org

USA PATRIOT ACT

In accordance with the USA PATRIOT ACT, Federal law requires all financial institutions to obtain, verify, and record information that identifies each individual or entity opening an account. This includes all personal and commercial accounts including loan and deposit accounts, as well as trust, brokerage, insurance, and investment management accounts.

What This Means To Our Members

When you open an account, you will be asked for your name, address, social security or tax identification number, date of birth (if applicable) and other information that will allow Baylands Federal Credit Union to identify you. You will also be asked to furnish your drivers license or other identifying documents. We are required to follow this procedure each time an account is opened, even if you are a current member of Baylands Federal Credit Union.