

This Online Privacy Notice describes how Security Service Federal Credit Union (SSFCU) collects, uses, shares and protects information from or about you through your interactions with SSFCU's digital properties, e.g. the website, online banking, mobile banking apps, etc.

### **Personal Information**

During digital account opening and digital banking sessions, we collect personal information that you provide to us, such as your e-mail address, mailing address and telephone number. Like all other information you provide to the credit union, our policy on sharing this information with third parties applies to digital transactions.

We use this information to:

- respond to inquiries and complete requests
- provide account alerts
- provide information to you about our products and services
- provide information regarding our digital properties, upcoming changes, etc.
- personalize your experience by tailoring products and offers to you
- send you surveys, sweepstakes, contests and similar promotions

When transacting through Online and Mobile Banking, we protect your personal information through encryption. Encryption turns all digital communications between you and the credit union into a string of unrecognizable numbers that are completely useless in the highly unlikely event of a breach. This information is only decoded for the purpose of completing the transaction or servicing your account. This process safeguards your session from intruders.

### **Other Information**

If you are browsing a SSFCU website or interacting with our other digital platforms, our servers collect other information using common industry methods, which include:

- Cookies – we may assign “cookies” to your Internet browser. A “cookie” is stored on your local hard drive through the browser and contains a unique sequence of text for identification purposes.
- Browser information – we collect certain information from browsers, such as, your device type, operating system version, and Internet browser type and version.
- JavaScript tags, pixel tags, web beacons or other technologies - we use these technologies to collect high-level, anonymous, aggregate data.
- Google Analytics – we use Google Analytics, which uses cookies and other similar technologies to collect information. The ability to use and share information collected by Google Analytics is restricted by the Google Analytics Terms of Use and the Google Privacy Policy, which is available at the following internet address - [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). You can also prevent Google Analytics from recognizing you by disabling cookies on your browser.

We use this information to:

- enable features on the digital platforms
- ensure the digital platforms are operating properly and to assist in preventing non-authorized users from accessing your information.
- continuously drive user experience and content improvements
- analyze the success of our marketing and communication efforts.

These technologies are not used to connect browsing information to the real identities of our members, and do not capture any personal information.

### **Advertising**

SSFCU advertises on our website, as well as, on other websites not affiliated with SSFCU. If you access SSFCU's website from a third party website, such as search or a social media platform, we will track the referring website for internal purposes and to measure the success of our marketing efforts. Information collected by our advertising service providers through cookies and other technologies includes search engine referrals, browsing patterns and responses to advertisements and promotions.

### **Third Party Websites**

Hyperlinks - Certain hyperlinks on our website direct you to third party websites. These third party websites are not subject to this Privacy Notice. Whenever you visit a third party website, you should review their privacy notice and other disclosures.

Social Media sites - SSFCU maintains an active presence on social media platforms, such as, Facebook®, Twitter®, LinkedIn® and YouTube® that enable online sharing and collaboration. Any content you post, such as pictures, information, opinions or any other personal information that you provide to others on these sites is subject to the Terms and Privacy Policies of those sites.

### **Children's Online Privacy**

SSFCU websites are not designed to attract children under 13 years old and we do not knowingly collect information or maintain information about children under 13 years old.