

## ELECTRICAL FEDERAL CREDIT UNION

### BOARD of DIRECTORS PRIVACY POLICY STATEMENT

Electrical Federal Credit Union is committed to making available financial products and services that will enable our members to meet their financial goals. Protecting personal information and using it in a manner consistent with member expectations is a high priority for everyone associated with Electrical Federal Credit Union.

Electrical Federal Credit Union members also have a responsibility to safeguard their financial information.

To ensure that members can rely upon the quality of products and services we make available, Electrical Federal Credit Union stands behind the following Privacy Policy:

- EFCU will share and or collect only the personal information that is necessary to conduct business i.e.: (Data processors, insurance companies, financial investment advisors, financial statement providers, mortgage service companies, plastic card processors, government agencies, auditing firms, credit reporting agencies. That means just what is necessary to provide competitive financial products and services – no more.
- EFCU will protect member personal information and will maintain strong security controls to ensure that member information in our files and computers is protected. Where appropriate, EFCU 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.
- EFCU members will always have access to their information. As a member of EFCU, members will always have the opportunity to review their information and make necessary changes to ensure that EFCU records are complete and accurate.
- EFCU will only share information when absolutely necessary. EFCU will only share information to administer the products and services provided, when required to do so by the government, or when EFCU partners with other businesses to offer a broader array of products and services.
- EFCU will partner only with businesses that follow strict confidentiality requirements. The business that EFCU selects will offer products designed to enhance the member's economic well-being. Under no circumstances will EFCU authorize any firm to charge a member's account without express consent and EFCU will not sell member information to telemarketing firms.
- On an annual basis EFCU will provide its Privacy Policy Notice to all of its members.

#### **Electrical Federal Credit Union Privacy Policy Notice**

Electrical Federal Credit Union is committed to safeguarding your confidential information. Below is information about what we do to protect your information and also some steps you can take to protect your personal and financial information.

**Types of information we collect.** We collect non-public information about you from the following sources:

- Information we receive from you on applications or other forms
- Information about your transactions with us or others
- Information we receive from a consumer reporting agency

We do not disclose any non-public information about you to anyone, except as permitted by law.

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

Electrical Federal Credit Union restricts access to your personal and account information to those employees who need to know that information to provide products and services to you. We maintain physical, electronic and procedural safeguards that comply with Federal regulations to guard your non-public information.

#### **What members can do to help:**

- Protect your account numbers, card numbers, social security numbers, PIN's (personal identification numbers) and passwords. In particular, never keep your PIN with your debit or credit card, as that makes you vulnerable in the event you lose your card or your card is stolen. Electrical Federal Credit Union does not have access to your PIN.
- Use caution in revealing account numbers, social security numbers, etc. to other persons. In particular, if a caller tells you he/she is calling you on behalf of the credit union and asks for your account number, you should be aware. 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 your account, we will attempt to contact you immediately. If your address or phone number changes, please let us know.

**If you have any questions please contact us at: 1-888-428-5080 or locally at 303-428-5080 or write to us at:**

**Electrical Federal Credit Union  
5080 W. 60<sup>th</sup> Avenue  
Arvada, Co. 80002**

EFCU referred to herein is Electrical Federal Credit Union