

## MENDOTA INSURANCE – PRIVACY POLICY AND PRACTICES

At Mendota, we respect your privacy and are committed to protecting it. Privacy laws require financial companies, including insurers, to safeguard customers' "nonpublic personal information" and to periodically advise customers of their privacy policies and practices. *Nonpublic personal information* refers to nonpublic personally identifiable financial information and similar confidential data. It is the type of information a consumer normally provides to acquire a financial product/service.

We realize you have entrusted us with sensitive information and take that responsibility seriously. Please read this notice very carefully to understand how we care for your information. The privacy practices outlined here apply to all Mendota affiliates.

### Data Acquired

Our companies may collect nonpublic personal information on you to underwrite the coverage you have applied for, to price your insurance, to process your claims, and to service your policy as circumstances arise. Included is:

Data taken from applications, forms and through ordinary communication channels, including – name, address, social security number, driver license, medical treatment, and in some instances, financial data.

Information about your transactions with us, our affiliates, our agents, or other businesses – facts generally pertinent to the investigation/adjustment of claims, underwriting and evaluating risk, past claims history, payment records, and coverage selections.

Information received from government agencies relating to driver and vehicle records, statistical agents/bureaus and consumer reporting agencies –including credit histories or reports – data often crucial to underwriting and making coverage available at the lowest possible price.

Any information that our affiliated insurers collect or receive is used by authorized company personnel solely for the purposes described above, and may be integrated into our databases for legitimate business needs in respect to your insurance coverages. We only collect information from sources other than our policyholders with proper authorization.

### Security and Quality Safeguards

Mendota is dedicated to assuring that its customers' information remains accurate, secure, and subject to rigorous controls while in our possession. Our commitment extends to the data of current as well as past customers. We follow procedures to ensure such information is properly stored, to assure that our employees understand privacy laws and best practices in data handling, and to see that customers have opportunities to review their information and to tell us about their privacy preferences. Furthermore, we continuously monitor changes in state and federal law that affect our responsibilities with your nonpublic personal information. As privacy standards and rules evolve, we educate those members of the staff with roles requiring access to, or handling of, customer data.

## **Sharing Information**

Insurance companies need to share customer data in order to honor contractual commitments. In the ordinary course of business, nonpublic personal information about insurance policyholders is often shared within insurance companies, with insurance agents, and with external service providers or business partners.

We do not disclose your nonpublic personal information unless permitted by law or with proper authorization. If we share nonpublic personal information about you to affiliates, we are responding to your needs or making it possible for them to advise you of their products and services. Information from your application may be shared with affiliated insurers, assuring that an applicant's underwriting profile is thoroughly considered. All affiliated companies treat customer data with the same care and adherence to privacy rules outlined here.

Like other corporations, our companies may share customer information with unrelated enterprises in order to deliver high-quality policy, claims, and administrative service. Business partners do not access your personal information other than in performing the support role we contracted for and these companies must adhere to the same data security and confidentiality standards as Mendota. Information may be shared in connection with the servicing or processing of coverage that you request or authorize. These services may include check processing, data processing, and claims handling functions. We may periodically share nonpublic personal information with nonaffiliated third parties for marketing purposes, or as permitted/mandated under law.

## **Additional Information**

Mendota reserves the right to change its privacy practices at any time as privacy laws, compliance requirements, technology, and market conditions may dictate. If material changes are made, our policyholders will be notified.

If clarification or additional information is desired about our privacy policy and practices, or state privacy laws, please contact us at the number or address below or visit us on the Web at [www.MyMendota.com](http://www.MyMendota.com).

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