

# **IMPORTANT NOTICE CONCERNING OUR INSURANCE INFORMATION PRACTICES**

## **PRIVACY STATEMENT**

The Craig & Hall Insurance Agency, Inc. and all of its affiliated companies want to thank you for trusting us with your insurance needs through the years. Sometimes, you have to trust us with some of your private, personal information in order for us to insure your properties. The main purpose of this form is to let you know that we are committed to protecting that information that you give us. We promise you that we never have and never will sell that information to other sources, except as permitted by law.

We value the relationship we have with our policyholders and understand that you trust us with personal information about yourself, your belongings, your family, and/or business. This Privacy Statement is intended to assist you in understanding what information Craig & Hall Insurance Agency, Inc. and its insurance affiliates collect about you, how we use that information and the safeguards we have in place for this collected information.

This Privacy Statement applies to our current and former customers who obtain our personal, family, household, or business insurance products, as well as applicants, claimants, and beneficiaries of those products. Personal Information means information that identifies you personally and does not include information that we can get from a public source.

Please read the following information concerning how we collect, share, and protect your personal information in the writing of insurance policies.

### **Information Sources Concerning You:**

We collect personal information about you to complete transactions you initiate, service and manage your account, and inform you about our products and services. We collect personal information about you from the following sources.

- Information you provide on applications, other forms, or by phone. This may include information such as your name, birth date, address, and social security number.
- Information regarding transactions with us, such as your payment history, policy coverage, and claims history.
- Information we receive from consumer reporting agencies and other outside sources, such as motor vehicle reports, and credit history reports.
- Information provided to us by our insurance company affiliates, such as updates to your policy.
- Information you may provide us online and information you have previously provided us online.

### **How We Use Your Personal Information:**

Our agency always tries to treat your information with the highest respect and concern for your privacy. We do not share any non-public personal information to anyone except as permitted by law. We do not give your personal information to third parties for any type of promotional or marketing purposes not related to our agency or affiliated companies. When we do make a disclosure to our affiliates, it is done only to administer or service your account or policy, including:

- We may share your personal information related to your transactions and experience with us with our insurance affiliates to better market our products and serve your insurance needs.
- We may also share your personal information with parties other than our insurance affiliates, such as vendors who help us service your policy, settle claims, process your payments, properly rate your policy and provide additional information to you about our insurance products.

### **Medical Information:**

Our agency obtains medical information only if it is connected with a claim. We do not share this personal medical information for any other reason other than the underwriting of your policy or in taking care of your claim or as otherwise disclosed to you when any information might be collected.

### **Our Agency Employees Safeguard Your Personal Information:**

We assure you that any employees of Craig & Hall Insurance Agency, Inc. will only use your personal information for necessary transactions with our company affiliates. We maintain physical, electronic, and procedural safeguards to protect your personal information from being accessed by unauthorized persons. Our employees are committed to keeping all your personal information private.

Thank you for choosing Craig & Hall Insurance Agency, Inc. for your insurance needs. We look forward to continuing to protect your home, auto, farm, and business insurance needs.