

**LOUCHEM FEDERAL CREDIT UNION**

**P.O. BOX 16940**

**Louisville, Kentucky 40216**

***Privacy Disclosure***

*This disclosure contains important information about your rights and liabilities, please read thoroughly and retain with your valuable papers for future reference.*

**CONSUMER DATA PROTECTION  
PRIVACY INFORMATION SHEET  
LOUCHEM FEDERAL CREDIT UNION'S PRIVACY DISCLOSURE**

At LouChem Federal Credit Union ("LouChem"), we do everything we can to protect the privacy of consumers and our members including those who visit our Web site. We value your time and your interest in this organization. We place a high priority on ensuring the security and privacy of data pertaining to each consumer. LouChem is aware that you have entrusted us with your financial information and accounts, and also have shared personal information with us.

**LouChem's Consumer Data Protection and Privacy Practices**

LouChem's Board of Directors and Staff believe it is important to inform you of the data protection and privacy practices that we have instituted. We have:

1. Established specific security protection practices to ensure privacy of information
2. Defined control methods to limit access to consumer information
3. Formalized procedures and processes to ensure the maintenance of accurate information
4. Established procedures and restrictions on disclosure of member account information
5. Defined standards for consumer data collection, use, and methods of storage
6. Required consumer data privacy covenants in third-party service and business arrangements
7. Ensured our staff is committed to protect a consumer's right to data privacy
8. Disclosed to our members our privacy benchmarks and provided an overview of institution privacy practices

To ensure that we successfully accomplish these priority practices, as an organization we have:

- Established formal guidelines for management and staff to ensure that the protection of consumer data and staff awareness of data privacy are top priorities
- Developed and provided to potential and existing members a detailed notice about our data protection and privacy policy and practices
- Established guidelines that dictate conditions under which we can disclose nonpublic personal information about consumers to nonaffiliated parties, and communicated those guidelines via this notice

The consumer data protection/privacy notice serves as a reference guide for consumers, members, credit union staff, and management regarding the protection of your member data and your privacy.

### **Accuracy of Information**

Every effort is made to ensure that our records of your information are complete and correct. If an error is noted on your statement or in any other communication from us, please contact us at the number listed on your account materials as soon as possible.

### **The Collection and Use of Information**

We need to collect information about you to conduct our business relationship. However, in order to protect your information, we maintain and enforce strict security procedures.

We collect nonpublic personal information about you from the following sources:

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

We collect only the information necessary to deliver quality products and services to our members. Only authorized and trained employees have access to member information. We also are continually assessing new technology as it becomes available in order to continue to best protect your privacy.

We do not disclose any nonpublic personal information about you to nonaffiliated third parties, except as permitted by law.

We may disclose the following information to companies that perform marketing services on our behalf or to other financial institutions with which we have joint marketing agreements:

- Information we receive from you on applications or other forms, such as your name, address, and social security number
- Information about your transactions with us, our affiliates, or others, such as your account balance, credit card usage, and payment history
- Information we receive from a consumer reporting agency, such as your creditworthiness and credit history

We may disclose all of the above information we collect, as described above, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements.

### **Sharing of Information Within the Credit Union**

We restrict access to your personal and account information to those employees who need to know that information to provide products and services to you.

Under certain circumstances, member information may be revealed to other departments within our credit union in order to market additional products and to ensure we are considering your entire relationship with us when making decisions about your products (e.g., offering you new loan products). We might also share information with these departments in order to provide services necessary to maintain your accounts (such as data processing). The types of information include information about your identity, information about your transaction history with the credit union, information about your current financial condition (such as details about your income and assets),

and information obtained from a credit report or other sources outside of the credit union.

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

#### **Sharing of Information**

As permitted by law, we may share information about your identity (such as name, social security number, driver's license number), transactions with our credit union (such as repayment history), your application (such as income and/or asset information), and credit report or other similar information (such as information about your credit history).

Situations where this type of sharing would be appropriate could include:

- When we contract with third parties to help deliver our services to you
- Involvement in programs for business, involving employers of cardholders for travel, purchasing, etc.
- When credit bureaus or others, as appropriate, in the course of customary business practices, ask for credit references
- As required by law, in the instance of lien recordings, a sale or merger of part of our business

#### **Confidentiality of Member Information in Other Circumstances**

When we share information with such non-affiliated third parties, we hold all such parties to the same or higher standards as we do ourselves with respect to privacy of your information. As an added safeguard, we also require them to allow us to audit them for compliance in this regard.

#### **Our Web Site**

When you visit our Web site at [www.louchemfcu.org](http://www.louchemfcu.org), we want you to feel secure that we are respecting your privacy. The only private information we have about you is the information you choose to give us (such as providing feedback or completing a form). We do not release that information to others without notifying you on the form and getting your consent.

We may use "cookies" on some pages of our Web site for the purpose of serving you better when you return to that site. A cookie is a small element of data that a Web site can send to your browser, which may then be stored on your system. Data collected from cookies helps us determine how many people visit certain pages, ultimately enabling us to improve our site design and content. If you prefer, your Web browser can be set to provide you a notice before you accept a cookie.

#### **PC Home Banking**

Each member that has requested home banking Services with our credit union has been provided by us and your internet provider a personal identification number, authorized access code, password, and assigned communication telephone number. We use these combined security controls and special communication lines to not only protect our home banking users, but also limit the risk to unauthorized data access or security problems. If someone wants to use this service, he or she must submit an application (listed at our Web site) and be notified of approved authorization and security codes.

### **E-Mail**

When you send us an e-mail that is general in nature and we respond, these are generally not secure. Secure (encrypted) forms are available as appropriate for e-mails that contain personal information that should remain secure (i.e., member information requests and loan applications).

### **Children's Privacy**

Protecting the privacy of our children is essential. For that reason, our Web site is not structured to attract children under the age of 13. No personally identifiable information is collected from this section of our site. Parental consent is required for children under 13 to provide personally identifiable information via our Web site.

### **How to Contact Us**

If you would like additional information, or have questions regarding LouChem's privacy policy, please telephone us or send us an e-mail. You may also write us, or stop by one of our offices and discuss your questions with one of our staff.

### **CONTACT INFORMATION**

- **Calling our Member Data Privacy Control Desk at (502) 447-6300 or 1-888-334-7709**
- **Contacting us in person by stopping at one of our offices and speaking to our Member Services staff**
- **Writing us at: LouChem Federal Credit Union  
Member Data Privacy Control Desk  
4415 Cane Run Rd  
Louisville, KY 40216**
- **E-mail us at [memberservices@louchemfcu.org](mailto:memberservices@louchemfcu.org) directed to our Member Data Privacy Desk**

**Please include the name, address, social security number, and account numbers of all affected accounts with us.**

*The information contained herein is current as of 01/2014 and may change at any time.*



**Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government, National Credit Union Administration, a U.S. Government Agency**