



United Heritage
Credit Union

512.435.4545 903.597.7484 800.531.2328 UHCU.ORG

Internet Privacy Statement for United Heritage Credit Union

United Heritage Credit Union is committed to protecting the privacy of our membership and others who visit our website. United Heritage has adopted the following statement for members and others regarding how United Heritage handles information we may learn about you from your visit to our site or our Online Services.

- 1. General Website Access:** United Heritage does not use information collected to personally identify name, mailing address or activity on **uhcu.org** unless contact information is provided by the user. United Heritage collects, retains and uses general information about our website visitors and information submitted by our website visitors in order to provide services and support, or carry out transactions requested; send communications, such as security information, service or transaction status, information about products and services available from United Heritage and its affiliates, promotional offers and surveys; customize, analyze and improve our products, services, content, technologies, communications; otherwise, as disclosed at the point of collection. Cookies may be used with online banking, for promotional offers or for general measurement through our service partners but no personally identifiable information will be provided through the use of cookies related to **uhcu.org**.
- 2. Service Providers:** United Heritage utilizes other service providers for web bill payment service, online reviews (Online Review Service Provider Policy) and other services. If you sign up to utilize these services, or access these sites through our website, your domain or address is collected and stored by those service providers. These service providers may maintain a privacy statement regarding how they collect, store and use information they learn about you from your visits to their site. United Heritage recommends reading those privacy statements.
- 3. Online Services:** United Heritage offers online account access. To utilize this system, a member must sign in using authorized User ID and Password. This system is secure. Members may obtain personal information and transact financial business, as limited/allowed by the system. United Heritage collects and stores visit and transaction information regarding visits and transaction to this system. Transactions performed while on this system are recorded within the account database. United Heritage may offer through its online services, secure (encrypted) email, once a member is appropriately signed in to the system. If offered, it provides a secure method of email communication.
- 4. Email:** Personal information forwarded by email from members and others may be used by United Heritage staff to answer questions, to investigate complaints or suggestions, or to improve services provided. **As email may not be secure, it is the policy of United Heritage Credit Union to encourage members to be cautious and aware regarding sending sensitive account information to the Credit Union via email.** It is the policy of United Heritage Credit Union to not complete financial transaction requests or address changes received via standard email or provide private member account information via email, if that requested transaction type requires the signature of the member per established Credit Union policy.
- 5. Chat:** United Heritage will gather aggregate user information that is not personally identifiable prior to the user submitting information