

# Customers Bank Privacy Policy and Privacy Notice

Customers Bank is committed to respecting the privacy rights of its customers at all times. The following policies describe how we collect, protect and use information we receive from customers online from website visitors and during normal banking practices.

## Privacy Notice

Please click [here](#) to view the Customers Bank's Privacy Disclosure/Notice.

## INFORMATION WE DISCLOSE TO NONAFFILIATED THIRD PARTIES

Whenever nonaffiliated third parties provide products or services for us or on our behalf, we require them by contract to maintain appropriate safeguards designed to ensure the security and the confidentiality of the information that we provide them.

We may provide information to consumer reporting agencies or to others when legally required or permitted, such as in connection with litigation, fraud investigation or an acquisition or sale. We may also provide information to third parties at your request.

## NONPUBLIC PERSONAL INFORMATION AND FORMER CUSTOMERS

When you are no longer our customer, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing, if applicable.

## CONFIDENTIALITY AND SECURITY OF YOUR NONPUBLIC PERSONAL INFORMATION

We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal standards to guard your nonpublic personal information.

## ADDITIONAL INFORMATION

Privacy notices are accurate as of the date they are provided to you and supersede all previously issued confidentiality and information-sharing disclosures. We reserve the right to change these notices and any of the practices described in these notices at any time upon proper notice to you.

If you believe that we have not complied with this notice, you may contact us by writing to: Privacy Compliance Officer, Customers Bank, 99 Bridge Street, Phoenixville, PA

19460.

## Site Privacy INFORMATION COLLECTION

We collect information from you when you register on the site, complete a form, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature. When registering or completing a form- secure or otherwise- we may ask you for your name, date of birth, email address, mailing address, daytime phone number or other information. You may, however, visit our site anonymously without registering. Like many websites, we may or may not use “cookies” to enhance your experience and gather information about visits to our websites. We also receive and store statistical data and other information about visits to our websites. This information is used to analyze and improve the website experience for Customers Bank customers.

We may use the information we collect from you when you register, complete a form, enter a contest or promotion, respond to a survey or marketing communication, surf the website or use certain other site features in the following ways:

To allow customization of our site, banking products and to store user information for future retrieval. To allow us to better service you in responding to your customer service requests. To quickly process your requests. To administer a contest, promotion, survey or other site feature. Visitors who register or participate in other site features such as marketing programs and partner’s content may or may not be given a choice whether they would like to be on our email list and receive email communications from us.

## INFORMATION PROTECTION

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems and are required to keep the information confidential. When you utilize Online Banking or Bill Pay or Business Bill Pay or access your personal information, we offer the use of a secure server. All sensitive information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into protected Customers Bank databases only to be accessed as stated above.

## INFORMATION DISCLOSURE

Customers Bank does not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. The term "outside parties" does not include facilitators of Online Banking, BillPay or Business BillPay. It also does not include website hosting partners and other parties who assist us in operating our website, conducting Customers Bank business, or servicing you, so long as those parties agree to keep this information confidential.

## POLICY CHANGES

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on November 21, 2018.

## **QUESTIONS & FEEDBACK**

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue to [contactus@customersbank.com](mailto:contactus@customersbank.com).

## **YOUR CONSENT**

By using our site, you consent to our online privacy policy.