



Families. Businesses. Promises Kept.®

1460 Wells Street, Enumclaw, WA 98022
www.EnumclawInsuranceGroup.com

PRIVACY POLICY

Mutual of Enumclaw Insurance Company and Enumclaw Property and Casualty Insurance Company (collectively, the Enumclaw Insurance Group) are committed to protecting your privacy. This notice describes our current privacy policy and practices. We may change this Policy from time to time. Revisions will be posted on our website as they are implemented.

PRIVACY AND SECURITY

We use a variety of policies, procedures and technologies to safeguard the privacy and security of your personal information and to protect it from unauthorized access. Part of this involves restricting information access to those employees and others that have an actual business need for it. We utilize an assortment of data encryption and hardware security technologies to help further secure the data.

TYPES AND USE OF PERSONAL INFORMATION COLLECTED

The personal information we collect from you, and about you, is used to research, develop, provide, revise and service insurance product offerings. The type of information varies depending upon whether you are a current policyholder or a prospective insured, as well as the particular insurance product under consideration.

Sources and Types of information we may collect:

- From You – information such as your name, address, date of birth, social security number, email address, and telephone number, etc. These are obtained via applications for insurance, on questionnaires and other forms, through telephone or in-person interviews, from your Independent Agent, or Customer Service Center contact.
- From Transactions with us – information regarding payment history, underwriting correspondence and claim records, etc.
- From Consumer Report Agencies and other Third Parties – information regarding your driving record, prior claim history, credit-based insurance score, county assessor data, court or police records, etc.

A copy of our corporate policy regarding the use of credit-based insurance scores is available upon request. To obtain or see a copy, either write us at 1460 Wells St. Enumclaw, WA 98022, contact your local agent, or, review it online at <http://www.mutualofenumclaw.com/consumers/documents/creditsage.pdf>

SAFEGUARDING YOUR MEDICAL INFORMATION

Enumclaw Insurance Group shares your concern about the privacy of your medical information. We assure you that we do not rent, sell, or give away your personally identifiable medical information to anyone for marketing purposes. We will only use and share personally identifiable medical information for insurance underwriting purposes, to service your policy or a claim, and for other purposes required or permitted by law.

WHEN WE MAY DISCLOSE INFORMATION

Enumclaw Insurance Group respects the confidentiality of personal information. There are circumstances, nevertheless, in which we may disclose some of the personal information we have about you to others. It may be done in order to adjust a claim, service or process an insurance product request, provide a service that you have requested or authorized, or as is deemed necessary or required to conduct our business.

Examples of such disclosures:

- Providing information in response to a request by regulatory or governmental authorities, to comply with laws, or legal process.
- Providing information to our re-insurers, administrators, auditors, or consultants.
- Providing information to your Independent Agent and his or her associates so they can administer your business and provide service to you. They may also use this information to advise you of additional products and services offered through their agency.
- Providing information in an aggregated form that does not directly identify you.
- Providing information with your consent.
- Providing information to third party vendors, consultants and other service providers who are working on our behalf and need the information to carry out their work for us.
- Providing your information in connection with any merger, sale of company assets, financing or acquisition of all or a portion of our business to another company.
- Providing your information to protect the rights and property of Enumclaw Insurance Group, our agents, members, and others including to enforce our agreements, policies and terms of use, or in the good faith belief that disclosure is needed to respond to an emergency or protect the personal safety of any person.

We will continue to limit the disclosure of your personal information (in accordance with our stated privacy policy and practices) in the event your relationship with us ends, just as we do for those who continue a relationship with us.

HOW CAN YOU FIND OUT WHAT INFORMATION WE HAVE ABOUT YOU?

Most of the information we have about you comes directly from you and your agent via policy application, underwriting and claim forms. Some is obtained from other sources. You have the right to know what kind of information we have in our files about you (except for information that may relate to or is collected in connection with, or in reasonable anticipation of, a claim or a civil or criminal proceeding). You may request to either see, or obtain from us by mail, the information we have about you in our records. You are also entitled to find out (if recorded) who the Enumclaw Insurance Group has disclosed your personal information to within the two years prior to the request. We will honor this request within thirty (30) business days from the date the request is received. We may charge a reasonable fee to cover the costs incurred in providing you with a copy of this information.

If you believe that any of the information we have is inaccurate or incomplete, you may request that we make the necessary corrections, additions or deletions. Within thirty (30) days of your request, we will either: (a) correct, amend or delete the portion of the recorded personal information; or (b) notify you of our refusal to make the requested correction, amendment or deletion. In the event you disagree with our refusal to make a requested correction, deletion or amendment, you have the right to file a concise statement setting forth (a) what you believe is the correct, relevant or fair information; and (b) the reasons why you disagree with our refusal to correct, amend or delete the recorded personal information.

To fulfill your request, we may make arrangements with a support organization or consumer reporting agency to copy and disclose information to you on our behalf. You may also request a more complete description of the entities to which we disclose customer information, or the circumstances which might warrant such disclosures.

Please send any requests (along with your policy and phone number) to:

Enumclaw Insurance Group
Customer Privacy Inquiries
1460 Wells St.
Enumclaw, WA 98022

Our Privacy Policy applies to all companies within the Enumclaw Insurance Group:

- Mutual of Enumclaw Insurance Company
- Enumclaw Property and Casualty Insurance Company