

# FACTS

## WHAT DOES TRUITY FEDERAL CREDIT UNION DO WITH YOUR PERSONAL INFORMATION?

<b>Why?</b>	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some, but not all sharing. Federal law also requires us to tell you how we collect, share and protect your personal information. Please read this notice carefully to understand what we do.
<b>What?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>■ Social Security Number and income</li> <li>■ Account balances and payment history</li> <li>■ Transaction history and credit history</li> </ul>
<b>How?</b>	All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons Truity Federal Credit Union chooses to share; and, whether you can limit this sharing.

Reasons we can share your personal information	Does Truity Credit Union share?	Can you limit this sharing?
<b>For our everyday business purposes—</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes—</b> to offer our products and services to you	Yes	Yes
<b>For joint marketing with other financial companies</b>	Yes	Yes
<b>For our affiliates' everyday business purposes—</b> information about your transactions and experiences	No	We don't share
<b>For our affiliates' everyday business purposes—</b> information about your creditworthiness	No	We don't share.
<b>For nonaffiliates to market to you</b>	No	We don't share.

<b>To limit our sharing</b>	<p>Mail the form below.</p> <p><b>Please note:</b></p> <p>If you are a <i>new</i> member we can begin sharing your information 30 days from the date we sent this notice. When you are <i>no longer</i> our member we continue to share your information as described in this notice.</p> <p>However, you can contact us at any time to limit our sharing.</p>
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<b>Questions?</b>	Call 800.897.6991 or visit us at <a href="http://www.TruityCU.org">www.TruityCU.org</a> .
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Mail-in Form	
	<p>Mark any/all you want to limit:</p> <p><input type="checkbox"/> Do not use my personal information to market to me.</p> <p><input type="checkbox"/> Do not share my personal information with other financial institutions to jointly market to me.</p>
Name	<input type="text"/>
Address	<input type="text"/>
City, State, Zip	<input type="text"/>
Daytime Phone	<input type="text"/>
	Last 4 Digits of Member Number <input type="text"/>
<b>Mail To:</b>	Truity Federal Credit Union, ATTN: Opt-Out P.O. Box 1358 Bartlesville, OK 74005-1358

## Who we are

Who is providing this notice?

Truity Federal Credit Union

## What we do

How does Truity Federal Credit Union protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does Truity Federal Credit Union collect my personal information?

We collect your personal information, for example, when you

- open an account or deposit money
- pay your bills or apply for a loan
- use your credit or debit card

We also collect your personal information from others, such as credit bureaus, or other companies.

Why can't I limit all sharing?

Federal law gives you the right to limit only

- sharing for affiliates' everyday business purposes—information about your creditworthiness
- affiliates from using your information to market to you
- sharing for nonaffiliates to market to you
- state laws may give you additional rights to limit sharing (see below for more on your rights under state law)

What happens when I limit sharing for an account I hold jointly with someone else?

Your choice will apply to everyone on your account.

## Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- *Truity Federal Credit Union does not have affiliates.*

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *Truity Federal Credit Union does not share with nonaffiliates so they can market to you.*

Joint Marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

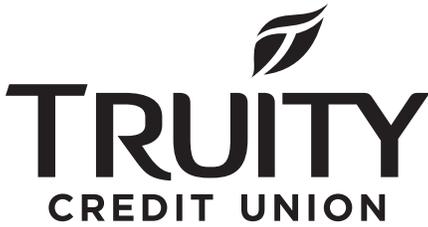
- *Truity Federal Credit Union's joint marketing partners include insurance companies.*

## Other Important Information

**For California Members.** We will not share personal information with nonaffiliates, except as permitted by law, such as to maintain your account or process your transactions. We also provide California residents a California notice for additional choices.

**For Vermont Members.** We will not share personal information with affiliates about your creditworthiness without your authorization.

**For Nevada Members.** This notice is being provided pursuant to state law. You may be placed on our internal do-not-call list by calling 800.897.6991. If you would like more information concerning our telemarketing practices, you may contact us at 800.897.6991. For more information on this Nevada law, please contact the Bureau of Consumer Protection, Office of the Nevada Attorney General, 555 E. Washington St., Suite 3900, Las Vegas, NV 89101; Phone number: 702.486.3132; Email: [aginfo@ag.nv.gov](mailto:aginfo@ag.nv.gov)



## CALIFORNIA CONSUMER PRIVACY ACT DISCLOSURE

**Effective Date: 4-1-2025**

Your privacy is important to us. We do not sell your personal information and are committed to keeping your information secure. This California Consumer Privacy Act Disclosure (the “Disclosure”) explains how Truity Credit Union collects, uses, and discloses personal information relating to California residents that is subject to the California Consumer Privacy Act of 2018 (“CCPA”).

### **What is Personal Information?**

Under the CCPA, “Personal Information” is information that identifies, relates to, or could reasonably be linked with a particular California resident or household. The CCPA, however, does not apply to certain information, such as information subject to the Gramm-Leach-Bliley Act.

As a result, this Disclosure does not apply with respect to, for example, information that we collect about California residents who request or obtain our financial products and services for personal, family, or household purposes (“Individual Members”). For more information about how we collect, disclose, and secure information relating to our Individual Members, please refer to the Truity privacy policy.

### **Our Collection, Use, and Disclosure of Personal Information**

We collect Personal Information relating to California residents in a variety of contexts, including, for example, collecting Personal Information relating to individuals who may be eligible for Truity products or services but who do not have an existing customer or consumer relationship with us, apply for employment with us or who are our employees, vendors, contractors, or similar personnel, who are beneficiaries or dependents of our employees, or enter into our contests and promotions. The specific Personal Information that we collect, use, and disclose relating to a California resident will depend on our specific relationship or interaction with that individual.

In the past 12 months, we have collected the following categories of Personal Information relating to California residents:

- ▶ Identifiers, such as name, address and Social Security number;
- ▶ Personal information, as defined in the California safeguards law, such as contact information and financial information;
- ▶ Characteristics of protected classifications under California or federal law, such as sex and marital status;
- ▶ Commercial information, such as transaction and account information;
- ▶ Biometric information, such as fingerprints or voiceprints;
- ▶ Internet or network activity information, such as browsing history and interactions with our website;
- ▶ Geolocation data, such as device location;
- ▶ Audio, electronic, visual, or similar information, such as call and video recordings;
- ▶ Professional or employment-related information, such as work history and prior employer;
- ▶ Education information, such as school and date of graduation; and
- ▶ Inferences drawn from any of the Personal Information listed above to create a profile about, for example, an individual’s preferences and characteristics.

The purposes for which we use Personal Information that we collect depends on our relationship or interaction with a specific California resident. We may use Personal Information to operate, manage, and maintain our business, to provide our products and services, for our employment and vendor management purposes, and to accomplish our business purposes and objectives, including, for example, using Personal Information to personalize, develop, and market our products and services, conduct research and data analysis, detect and prevent fraud, maintain our facilities, systems and infrastructure, perform accounting, audit, and other internal functions, such as internal investigations, comply with law, legal process, and internal policies, maintain business records, and exercise and defend legal claims.

In the past 12 months, we have disclosed the following categories of Personal Information relating to California residents to third parties for our business purposes:

- ▶ Identifiers, such as name and Social Security number;
- ▶ Personal information, as defined in the California safeguards law, such as contact information and financial information;
- ▶ Characteristics of protected classifications under California or federal law, such as sex and marital status;
- ▶ Commercial information, such as transaction and account information;
- ▶ Biometric information, such as fingerprints;
- ▶ Internet or network activity information, such as browsing history and interactions with our website;
- ▶ Geolocation data, such as device location;
- ▶ Audio, electronic, visual, or similar information, such as call and video recordings;
- ▶ Professional or employment-related information, such as work history and prior employer;
- ▶ Education information, such as school and date of graduation; and
- ▶ Inferences drawn from any of the Personal Information listed above to create a profile about, for example, an individual's preferences and characteristics.

## **Requests Under the CCPA**

If you are a California resident, you may request that we:

Disclose to you the following information covering the 12 months preceding your request:

- ▶ the categories of Personal Information we collected about you and the categories of sources from which we collected such Personal Information;
- ▶ the business or commercial purpose for collecting Personal Information about you;
- ▶ the categories of Personal Information about you that we disclosed to third parties for a business purpose and the categories of third parties to whom we disclosed such Personal Information (if applicable); and
- ▶ the specific pieces of Personal Information we collected about you.

Delete personal Information we collected from you.

In some instances, we may decline to honor your request where a CCPA exception applies. For example, we do not have an obligation under the CCPA to disclose or delete information as described above with respect to information that we collected about a job applicant or employee that we use solely within the context of the individual's role or former role as a job applicant or employee. In addition, we may decline to delete Personal Information that we collected from you if retaining the information is necessary for us to, for example, provide a good or service you requested, detect or investigate security incidents or protect against fraud.

You have the right to be free from unlawful discrimination for exercising your rights under the CCPA.

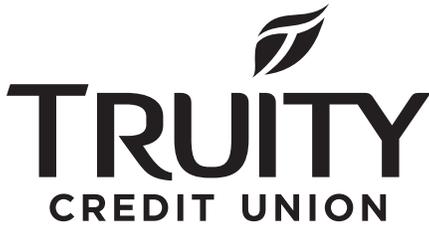
## **How to Make Requests**

If you are a California resident, you may make a request for the disclosures described above or make a request to delete Personal Information we collected from you, by calling us at 800.897.6991.

## **Changes to This California Consumer Privacy Act Disclosure**

We may change or update this Disclosure from time to time. When we do, we will post the revised Disclosure on this page with a new "Last Updated" date.

Last Updated: 4-1-2025



## BIOMETRIC DATA PRIVACY POLICY

**Effective Date: 4-1-2025**

Truity Federal Credit Union (“Truity,” “the credit union,” “we,” or “us”) respects the privacy of its members and applicants for membership or loans (“you”). Truity has instituted this Biometric Data Privacy Policy (“policy”) which describes our privacy practices concerning biometric information and biometric identifiers (collectively, “biometric data”) collected in connection with maintenance for your membership and accounts.

### **Purpose of Data Collection**

We collect and use biometric data with your explicit consent to provide secure and efficient identity verification. This is used to enhance security and improve your experience with our services.

### **Types of Biometric Data Collected**

The biometric data we collect includes voiceprint data, which is a unique representation of your voice.

### **Consent**

Your biometric data will only be collected and used with your explicit consent, which you may provide verbally, electronically, or in writing. By enrolling in biometric authentication, you consent to the collection, storage, and use of your biometric information for authentication purposes.

### **Data Use and Sharing**

Your biometric data will be used solely for the purposes of identity verification and security. It will not be sold, leased, or shared with third parties except as required by law or with your consent. We may share your biometric data with service providers who help us deliver secure authentication services. These providers are bound by strict confidentiality and data protection agreements.

### **Data Retention**

Your biometric data will be retained only for as long as necessary to fulfill the purpose for which it was collected or as required by applicable law. If you choose to opt out or discontinue biometric authentication, we will securely delete your biometric data within 30 days.

### **Member Rights**

You may opt out of biometric authentication at any time by notifying us. Opting out will not affect your ability to use our services, but you may need to use alternative authentication methods.

### **Security**

We use advanced security measures, including encryption and secure storage, to protect your biometric data against unauthorized access, use, or disclosure.

### **Data Breach Notification**

In the unlikely event of a data breach involving biometric data, we will notify affected individuals as required by law.

### **Legal Disclosures**

We comply with all applicable biometric privacy laws, including the Texas Capture or Use of Biometric Identifier Act (CUBI). Your biometric data is processed in accordance with state and federal regulations to ensure your privacy and security.

## **How to Contact Us**

For questions call 800.897.6991 or write [talk2us@truitycu.org](mailto:talk2us@truitycu.org).

Last Updated: 4-1-2025