



DIGITAL PRIVACY POLICY	
Date Last Reviewed and Approved By Board: (this date will change at least annually)	Reviewed by board: 3/21/24 Effective: 3/19/24 (NEW)
Department/Individual Responsible for Maintaining/Updating Policy:	Digital Banking

It is the desire and intent of Crews Bank & Trust to maintain compliance with all applicable laws and regulations. The Board of Directors of the Bank supports a strong commitment to all applicable regulations and must stay informed of staff and community responses to regulations to implement required procedures properly. To do this and to require compliance with regulatory requirements, we must have approved and implemented the following policy.

The Digital Privacy Policy is specific to users of our digital channels defined as our website, online banking, and mobile banking.

Crews Bank & Trust, is committed to protecting your privacy and safeguarding your personal information. This Digital Privacy Policy outlines how we collect, use, and protect your data. By accessing our website or using our services, you agree to the terms and practices described in this policy.

1. Information We Collect

1.1 Information You Provide to Us: Any information that you voluntarily provide to us, including your name, contact number, email address and any other relevant details necessary for our services, will be used for the sole purpose for which the information was provided to us. We collect this information when you voluntarily provide it to us while filling out contact forms or interacting with our website and digital services.

1.2 Information We Collect by Automated Means: Like many websites, Crews Bank & Trust's website uses cookies and similar technologies to enhance your browsing experience and collect statistical information about how you use our website and digital services. We obtain certain information by automated means when you visit this site, such as the IP address of the device you use to connect to the Internet and the pages accessed. By collecting this information, we can optimize functionality and give you the best possible digital experience.

1.3 Information We Collect from Third Parties: This website does not collect any information on you from other sources.

2. How We Use Your Information

2.1 Providing Services: We may use the personal information we collect to deliver our services, respond to inquiries, and fulfill requests made by you.

2.2 Improving User Experience: The data collected through cookies helps us analyze trends, track user engagement, and optimize our website's functionality, content, and design. Users can choose not to accept the use of these cookies by changing the settings on your local computer's web browser.

2.3 Marketing and Communication: We may occasionally send you promotional emails, newsletters, or updates about our products and services. You can opt-out from receiving such communications at any time by following the instructions provided in those emails.

2.4 Legal Requirements: We may disclose your personal information if required by law, court order, or governmental authority, or if necessary to protect our rights, property, or safety.

3. Sharing Your Information

3.1 Third-Party Service Providers: We may share your personal information with authorized third-party service providers who assist us in delivering our services, such as email marketing platforms or analytics tools. These providers are required to adhere to strict confidentiality and data protection standards.

3.2 Business Transactions: In the event of a merger, acquisition, or any other corporate transaction involving Crews Bank & Trust, your personal information may be transferred, subject to standard privacy practices.

3.3 Legal Compliance: We may share your information in response to a legal request, enforce our policies, protect our rights or the rights of others, or investigate fraud or security issues.

4. Data Security

We have implemented industry-standard security measures to protect your personal information from unauthorized access, alteration, disclosure, or destruction.

5. Data Retention and Deletion

Your personal data will be kept only as long as necessary for the purposes set out in this Notice and in accordance with any regulatory compliance requirements. The Bank's applicable records retention and disposition schedules will apply for deletion.

6. Your Rights and Choices

You have the right to review, amend, or delete the personal information we hold about you. To exercise these rights or make inquiries regarding your data, please contact us using the information provided in the "Contact Us" section below.

7. Children's Privacy

Our website is not directed towards individuals below the age of 13. We do not knowingly collect or solicit personal information from children. If you believe we have unintentionally collected information from a child, please contact us immediately, and we will take appropriate steps to remove the information.

8. Changes to this Policy

We reserve the right to modify or update this Digital Privacy Policy at any time. Any changes will be effective when posted on our website. We encourage you to review this policy periodically for any updates.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your data, please contact us at: 888-406-2220