

**1. WHAT IS PERSONAL INFORMATION?**

Personal information is:

- (1) information in a consumer report; or
- (2) an individual's first name or initial and last name in combination with any of the following:
  - (a) birth date;
  - (b) social security number or other government issued identification number;
  - (c) mother's maiden name;
  - (d) unique biometric data (fingerprint, voice print, retina image);
  - (e) unique electronic identification number or routing code;
  - (f) telecommunication access devices including debit or credit card information; or
  - (g) financial institution account or information.

A consumer report is a report related to a person's credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living prepared by or obtained from an agency that collects such information such as a credit reporting agency.

**2. HOW IS PERSONAL INFORMATION COLLECTED?**

This Realtor obtains personal information in the following ways:

- (1) in consumer reports from reporting agencies to which this company subscribes in connection with lease applications or for other reasons that a consumer may authorize this company to obtain;
- (2) in lease applications a prospective tenant completes;
- (3) in other real estate related forms the customer or client completes in or related to a transaction; and
- (4) any correspondence in the form of an email that relates to another company or person acquiring information or passing information that might be visible to your Realtor.

When completing forms required above, the customer or client may send the information to The Binder Team by email, fax, personal delivery, or by e-mail. Customers or clients may occasionally provide personal information to this team by other means such as telephone calls, fax messages, or e-mail messages in order to expedite a transaction in which the customer or client is involved.

**3. HOW AND WHEN IS THE PERSONAL INFORMATION USED?**

Personal Information from Prospective Tenants: The personal information that prospective tenants provide to this company is primarily used to obtain consumer reports (credit checks) and rental history verification as well as employment verifications. It may also be used to perform background checks. The information in the consumer reports may be discussed with landlords for whom The Binder Team works on behalf of. The Binder Team also may report information to credit reporting agencies and uses personal information to complete those reports.

Personal Information from Clients: When The Binder Team represent a person (buyer, seller, landlord, or tenant) in a transaction the agent servicing the client may, on the client's behalf and at the client's instruction, convey personal information he or she provides to the agent to service providers (for

example, mortgage lenders and title companies) as those service providers may require for the product or services the client needs or requests. If The Binder Team represents a prospective tenant in a lease transaction, the personal information may, on the tenant's behalf and with the tenant's knowledge, be discussed with and provided to landlord or their agents. The Binder Team and its agents exercise reasonable discretion when discussing any personal information with others.

#### **4. HOW IS THE PERSONAL INFORMATION PROTECTED?**

Written files are protected in the home office of the Binder Team and home offices of other members of The Binder Team. Electronic records are protected under an access name and password assigned to persons on the Binder Team.

The Binder Team and its agents exercise reasonable discretion when discussing any personal information with others and releases personal information to others only as described by this policy.

The Binder Team does not permit its agents to make copies of consumer reports or records of insurance claims. The consumer reports are not retained in the company's files so cannot be accessed in the future as a convenience to customers or clients. All paper reports and personal information are destroyed after use via shredder. All electronic reports, applications and personal information are deleted thoroughly from the hard drive of home office computers after use.

The individual agents that work with the Binder Team are independent contractors and the agent with whom a customer or client works with may maintain a separate transaction file. The Binder Team instructs its agents to not permit other persons to access the personal information in files the agents maintain. The Binder Team instructs its agents to protect the personal information in the agents' files in the same manner as described in this policy and to destroy all records after use by way of shredder or permanent deletion from hard drive of home computers.

#### **5. WHO HAS ACCESS TO THE PERSONAL INFORMATION?**

The following persons have access to personal information in the Binder Team's files:

- (1) the agent or Broker who is servicing or coordinating the transaction;
- (2) any office manager in place to whom the agent reports; and
- (3) the team leader of The Binder Team.

The Binder Team and its agents may discuss the information in the tenant's consumer report or lease application with a property owner. Copies of such information are provided to the landlord only: (1) with the tenant's consent; or (2) if the Binder Team ceases to be in the transaction and the client requests that the files be sent to the landlord, the landlord's attorney or a property manager.

Personal information from a buyer, seller, landlord, or tenant may be discussed with others (such as mortgage lenders or prospective landlords) only as is reasonably necessary to negotiate or close the transaction or to provide the services the customer or client seeks from The Binder Team.

The Binder Team and its agents may, at a customer's or client's request, provide personal information to service providers in a transaction such as a title company or mortgage company if it is necessary to expedite or complete a transaction.

If the Binder Team is required by law to allow others to access the personal information in the Team's files, the team will comply with the law (for example, compliance with court orders, subpoenas, or governmental investigations). The team will also allow law enforcement agencies access to personal information in order to cooperate with such investigations.

## **6. HOW IS THE PERSONAL INFORMATION DISPOSED?**

The Binder Team uses reasonable measures to dispose of personal information. Personal information is usually disposed of by shredding documents, erasing electronic files by means that make the files unreadable or undecipherable, or by eradicating personal information from documents or electronic files in ways that make the personal information unreadable.

## **7. ERRONEOUS RECORDS:**

If this team erroneously reports information to a consumer reporting agency, the team will act to correct the information in the team's records and request the reporting agency to correct the information in its records promptly after the company has learned and determined that the report was in error.

If The Binder Team maintains an erroneous record that a consumer has issued a dishonored check, the Binder Team will promptly delete the record after the team and consumer agree that the information is in error or after the consumer provides the Binder Team with a law enforcement agency report stating that the dishonored check was not authorized.