

# Privacy Policy of Insurance Services of New Mexico, Inc

## Purpose of this Notice

Title V of the Gramm-Leach-Bliley Act (GLBA) generally prohibits any financial institution, directly or through its affiliates, from sharing nonpublic personal information about you with a non-affiliated third party unless the institution provides you with a notice of its privacy policies and practices, such as the type of information that it collects about you and the categories of persons or entities to whom it may be disclosed. In compliance with the GLBA, we are providing you with this document, which notifies you of the privacy policy and practices of Insurance Services of New Mexico, Inc.

## Our Privacy Policies and Practices

### 1. Information we collect:

We collect only the customer information necessary to handle your insurance needs. The information collected generally varies depending on the insurance products you request, and may include the following.

- Information we receive from you on applications or other forms such as your name, address, Social Security number and Federal ID Number.
- Your transactions with us such as claims information and payment history.
- Third party reports, such as motor vehicle records, claims reports, property inspection reports, and medical reports if relevant to an insurance product you have requested, or in servicing an insurance product we have provided for you.
- Information about your relationship with us, such as insurance products purchased, claims history and account balances (if applicable), which we may obtain in writing, or during telephone transactions, or Internet transactions or from data gathering software used when you are accessing Web sites.

Once you are a customer, your file may also contain information connected with any claims you have had (such as medical information about you), a damage or loss report, or the condition of an insured property.

### 2. Information we may disclose to third parties:

We may disclose all of the information we collect, as described above, about our customers or former customers, to companies that perform marketing services on our behalf or to other financial institutions with whom we have joint marketing agreements. We also may disclose information about our customers or former customers as permitted by law.

### 3. Non-Affiliated third parties to whom disclosures may be made:

We may disclose nonpublic personal information about you, such as we have described above, to the following types of third parties that perform marketing services on our behalf or with whom we have joint marketing agreements.

- Service providers such as Insurance Companies, Insurance Program Managers, Insurance Agents and Brokers Premium Finance Companies, Assigned Risk Plans and Pools, and other insurance providers, including Risk Retention and Risk Purchasing Groups, also the Federal Marketplace. Nonpublic information about you may also be disclosed to more than one of these service providers.
- Independent Insurance Adjusters and Third Party Administrators processing claims you may report under an insurance product.
- We may be required by law or regulation to disclose public information about you to third parties in response to a subpoena, to prevent fraud and to comply with rules of, or inquiries from industry regulators. Such disclosures may include, but is not limited to a government agency, self regulatory organization, or other organization pursuant to an examination of our records and/or practices, or persons to whom a court requires us, by order or subpoena, to provide information.
- Other insurance agencies, agents, or companies that perform services for us in connection with carrying out an insurance transaction involving you or your policy.
- Insurance agents or Insurance companies with whom we have joint marketing agreements.
- Other types of financial institutions such as premium finance companies.

### 4. Our practices regarding information confidentiality and security"

We restrict access to non public personal information about you to those employees who need to know that information in order to provide products or services to you. Should any of your information that may become a known breach due to cyber or mail contact us immediately to notify service providers. We maintain physical and procedural safeguards to guard your nonpublic personal information.

### 5. Our policy regarding dispute resolution:

Any controversy or claim arising out of or relating to our privacy policy, or the breach thereof, shall be settled by arbitration in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof.

### 6. Reservation of the right to disclose information in unforeseen circumstances:

In connection with the potential sale or transfer of its interests, Insurance Services of New Mexico, Inc, reserves the right to sell or transfer your information (including, but not limited to your name, address and other information you provide through applications and other forms or communications) to a third party entity that (1) concentrates its business in a similar practice or service; (2) agrees to be Insurance Services of New Mexico's successors in interest with regard to the maintenance and protection of the information collected; and (3) agrees to the obligations of this privacy statement.

We do not sell nonpublic information about you to any organization.

1/2/18