

# Privacy, Opt-In and Opt-Out Policy

By establishing and sharing the following privacy policy, Shield Commercial Insurance Services (SCIS) hopes to fully convey our strong commitment to the protection of agent, broker, and customer privacy. We vow to promote a safe and secure environment for all information that is collected through our website, shieldins.net. Consequently, a key purpose of this policy is to inform visitors of the manner by which we gather and utilize such information.

**Collection of Information:** We collect personal information only when it is expressly provided by our clients, and we guard it with the most advanced security procedures. This information includes email and mailing addresses or telephone numbers, and can be gathered on-line, via telephone, or through the mail.

**Use of Information:** When beneficial to our clients, Shield Commercial Insurance Services will utilize this information to provide updates on new products, services, and events.

By sharing your personal information, you have the ability to opt-in or opt-out of these important updates. You can do so by contacting us via:

- E-mail: [info@shieldins.net](mailto:info@shieldins.net)
- Telephone: 760-345-9029 (9 A.M. to 5 P.M. Pacific Standard Time)
- Post: Shield Commercial Insurance Services  
43725 Monterey Avenue, Suite A  
Palm Desert, CA 92260

**Agency Marketing Agreement:** The information obtained in our Agency Marketing Agreement, as well as all supporting documentation necessary to become an agent or broker of our product, is kept confidentially within our physical locations. It is not our practice to share this information with outside companies or industry sources.

**Quality of Information:** Assist SCIS in maintaining accuracy within our records by notifying us of any change to your personnel, address, title, phone number, or e-mail address.

**Security and Protection:** Shieldins.net will take all appropriate, commercially reasonable steps to protect any information that is entrusted with us, in order to establish a secure connection with your web browser.

**Safeguards:** SCIS will guard, according to prudent security standards, all confidential information. We maintain physical, electronic and procedural safeguards that comply with federal guidelines to protect your confidential information against unauthorized access or use.

**Employee Access and Usage:** SCIS employees possess limited access to clients' personal information, receiving data authorization only when it is reasonably necessary for: completion of their responsibilities; maintenance of client accounts; completion of client-authorized transactions; notification of new products and services; or other fulfillment of client needs. All employees are also subject to a corporate code of ethics, along with other policies that ensure the confidentiality of customer information.

SCIS will continually uphold and enhance those security standards and procedures which best protect against unauthorized access to (or use of) confidential information and records.