



eDOC Innovations, Inc.

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Privacy Statement and Policy

The statement and policy in this manual is intended to be a guide to employees and management and to provide clients with relevant procedural information necessary for compliance with state and federal auditors.

eDOC Innovations, Inc. reserves the right to revoke, change or supplement guidelines at any time without notice.

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Privacy Statement and Policy

Like all service providers in the financial industry, eDOC Innovations is now required by law to inform our clients of our policies regarding privacy of client information. As a service provider, eDOC Innovations has always been bound by strict professional standards of confidentiality and therefore, we have always protected your right to privacy.

We collect nonpublic information about you that is provided to us by you or obtained by us with your authorization.

For current and former clients, we do not disclose any nonpublic personal information obtained in the course of our practice except as required or permitted by law. Permitted disclosures include, for instance, providing information to our employees and, in limited situations, to unrelated third parties who need to know that information to assist us in providing services to you. In all such situations, we stress the confidential nature of information being shared and require confidentiality agreements with third parties.

We retain records relating to professional services that we provide so that we are better able to assist you with your needs and, in some cases, to comply with our professional guidelines. Any information voluntarily provided to us by you, which contains your member/customer's account information is strictly confidential. In order to guard your nonpublic or your member/customer's nonpublic account information, we maintain physical, electronic, and procedural safeguards, which ensure the privacy of this information until it returned to you or destroyed.

As part of our service to you, eDOC Innovations from time-to-time requires remote access to computers at your location, for the purpose of providing software support to you on our Document Management and e-Document strategy solutions. While you are contractually obligated to provide us this access, it is not necessary to provide a 24/7 connection to your system. eDOC Innovations encourages you to regulate remote access, providing access only on an "as needed" basis to our support staff. Additionally, we recommend a remote access log be kept by you, documenting times, circumstances and personal accessing your systems.

eDOC Innovations offers privacy safeguards as part of our Electronic Document Delivery products. eDOC Innovations uses encryption to protect our clients member/customer's account data while traveling through the Internet via our Email-4-Statement™ or 2020eDOC® systems. Multi-layered authentication and passwords are required before members can log-in or view electronically delivered documents.

For our clients utilizing "On-line or ASP" services hosted by eDOC Innovations, we utilize 128 bit encryption to scramble your member/customer's account information, using the strongest commercial grade encryption available over the World Wide Web. This protects data as it travels across the Internet. eDOC Innovations uses state of the art firewall systems to protect our internal networks from outside intrusion. Our firewall refuses connections that are not authorized and only allows certain protocols into our internal computer systems. (A protocol is an agreed upon format for transmitting data between two entities.) These protections are updated and tested regularly to ensure your information remains secure.

Our commitment to you and your member/customer's privacy continues to be at the forefront of our efforts and we applaud the new regulations which have been enacted. These regulations change nothing about our commitment to you, as we have always made privacy a priority, however now you can see our commitment in words, as well as actions. If you have any further questions about our policy or want to know more about them, you can do so by calling us at (800) 425-7766.

Safeguarding Confidential Information

As part of our commitment to each of our clients, we provide standard privacy language within your Software License and Support Agreement, which addresses our responsibility towards safeguarding confidential information. The purpose of this is to provide our clients with the necessary protections required through GLBA (Gramm-Leach-Bliley Act) and other related legal regulations. The contractual language which protects you is as follows:

3. Privacy. eDOC and Customer agree that the Agreement does or may involve the transfer of nonpublic personal information (as defined in 12 CFR 716.3(q))("Information") between the parties. eDOC agrees that the Information is the property of the Customer and may be used only for the purposes set forth in this agreement. eDOC agrees not to transfer, distribute, or sell the Information to any third party, except as provided in this Agreement, and to take reasonable precautions to ensure the privacy of Customer's Information while accessible to or in possession of eDOC, to the extent the eDOC protects its own Information. eDOC agrees to either return or destroy Information in its possession upon completion of the work or, in any event, termination of this agreement. In no event will eDOC be liable to Customer for incidental or consequential damages including, but not limited to, lost profits or lost savings arising out of the mishandling of the Information. Customer agrees to indemnify and hold eDOC harmless from all claims, losses, expenses, fees (including attorney's fees), costs, and judgments that may be asserted against eDOC, arising from the acts or omissions of eDOC and/or its employees, agents, assigns, or representatives excluding acts of willful intent or gross negligence by eDOC. In all cases, Customer agrees that the maximum liability of eDOC shall not exceed the Total System Price.