

## About this notice

We are dedicated to protecting your privacy and maintaining your trust. This privacy notice outlines the information we collect, and how we utilize and protect it. Our privacy policy applies to new, current and former customers. This notice complies with applicable state and federal laws, including the **Gramm-Leach-Bliley Act (GLBA)** and **Arizona Revised Statutes § 20-2104**.

## Our Commitment to Your Privacy:

AALL Insurance is dedicated to protecting your privacy. This commitment is reflected in the following practices:

1. **Information Collection:** We gather information from various sources, including your interactions and transactions with us, as well as external sources.
2. **Information Usage:** The information we collect is exclusively used to provide you with insurance services and to manage our business operations.
3. **Information Sharing:** We share your information with the specific companies you choose to provide the products or services you request through us.
4. **Marketing Practices:** We will not share your Nonpublic Personal Information with other companies for their independent marketing activities unless you give us your explicit permission.
5. **Data Security:** We maintain strict controls over access to your information and employ safeguards to ensure its protection.
6. **Data Accuracy:** We may review and make necessary corrections to your information to ensure its accuracy.

## Information Collection, Use, and Sharing

We collect your Nonpublic Personal Information (NPI) to provide insurance quotes, service your policies. NPI is information that is not publicly available and identifies you. We gather this information from various sources, such as:

- **Application Information:** The details you provide on applications, directly with our agents, over the phone, or online. We may also obtain it from public directories and other external sources (e.g., your name, contact information, driver's license number, Social Security number, date of birth, gender, marital status, vehicle type, and information about other drivers).
- **Consumer Reports:** We receive information from consumer reporting agencies. These reports contain your driving record, claims history with other insurers, and

credit report information. Consumer reporting agencies may retain and disclose this information in accordance with legal permissions.

- **Medical Information:** If you previously had a claim which resulted in injuries, we may collect the following information from you: Police reports, individuals involved in the accident, and medical records resulting from the accident.
- **Transaction Information:** This pertains to your interactions with us, such as your insurance coverages, limits, rates, and payment and claims history. It also includes information necessary for billing and payments.

We may also collect “Site Information” that relates to your internet activity on our website and mobile application. This information includes how you accessed our Site, your IP address, time of visit, device information, and the area you interacted with. We utilize cookies and other technologies to obtain this information to provide services, enhance your experience, and advertise our products and services.

## **Who may we share your information with?**

We may share your information for purposes such as insurance claims, fraud prevention, research, marketing, or legal compliance. Recipients include our corporate affiliates, claims representatives, service providers, consumer reporting agencies, insurance agents and brokers, law enforcement, courts, and government agencies. These recipients may further disclose this information as legally permitted. For example, consumer reporting agencies may share your Transaction Information with other insurers you work with.

Please note that certain products and services you acquire through us are provided by other companies. In those instances, we may disclose necessary information to these companies. Their use of such information will be subject to their own privacy policy. These companies may also share details about you and your transactions with them back to us.

## **Your Access to and Control Over Information**

To review your personal information, please send a written request to our Customer Care department at: 2737 W. Southern Avenue, Suite 14, Tempe, AZ 85282. In your request please include the following information you would like to review. Be sure to include your full name, mailing address, and policy number (if applicable).

Within 30 business days of receiving your request, we will review the information available and provide steps on how to request any necessary corrections. Please note that privileged information, such as details concerning insurance claims or lawsuits will not be disclosed.

If we deny your correction, you may submit a short written statement with the correct information, which will be included with the disputed information in subsequent disclosures, as required by Arizona law.

## **Additional Information about Internet Practices**

When you visit our Sites, we gather information for various reasons. For instance, if you begin an insurance quote, we save your progress so you can easily pick up where you left off. This "Site Information" may also be used to have our employees contact you with the information provided to assist you with finalizing your insurance quote information.

## **Control Over Cookies and Tracking Technologies**

You can manage cookies and similar tracking technologies on our Sites and others through a variety of different methods. Most browsers and mobile devices provide alert warning options, whether to decline all or specific types of cookies. These settings are typically found within your internet browser or device configurations and must be managed individually.

Please note that declining or updating cookies may affect your experience and impair certain functionalities of our Site and reduce the quality of the website services.

## **Contact Information and Usage?**

We collect your contact information such as email address and phone number when you inquire about our products and services. This information is primarily used for transactional purposes. We may also send or arrange our company to send you offers and updates about products and services that we believe may be of interest.

You can opt out of these emails at any time by using the unsubscribe link provided in the email or contact us directly to have your information updated. We may disclose your contact information with other companies for transactional purposes only.

## **Security**

We are committed to protecting your data. We have implemented stringent security measures to protect your information during transit to prevent unauthorized access. Our employees uphold high standards of integrity and ethics and ensure our server's access is restricted to improve the security of your information.

Sensitive information such as credit card details are encrypted and transmitted correctly. Access to personally identifiable information is limited only to authorized employees whose job functions are billing, customer service, agents and additional departments within our company who need the information to perform a specific job. All devices and servers storing personal identifiable information are kept in a secure environment.

We retain your Nonpublic Personal Information (NPI) only as long as necessary for the purposes outlined in this notice, to manage your customer relationship, and to comply with legal, financial, and regulatory requirements, including Arizona Department of Insurance and Financial Institutions recordkeeping standards.

## **Contact Information**

To receive additional information regarding our Privacy Policy, please write to us at:

AALL, Customer Care  
AALL Insurance Group  
2737 West Southern Avenue, S 48th St #14  
Tempe, AZ 85282