

Overview

Service Ventures is committed to protecting and respecting your privacy through compliance with this Privacy Policy (“Policy”). This Policy explains our procedures and practices regarding the collection, use and disclosure of any personal information that we collect from you through our website or through subsequent communications via email, text or other electronic means.

Collection and Disclosure of Personal Information

The specific personal information that we collect, use, and disclose may vary based on our relationship or interaction with you. Personal information we collect includes, but is not limited to, name, address, email address and phone number.

We may collect personal information from the following sources:

- Directly from you
- Third party companies or organizations that provide data to support our services
- Public records or widely available sources, including social and news media or federal, state, or local government sources
- Indirectly, for example, regarding activity on our website or through social media

We may disclose the above categories of personal information for business purposes to the following:

- Service Federal Credit Union
- Government agencies, including law enforcement, to support regulatory and legal requirements

Use of Personal Information

Service Ventures uses the information that it collects about you, including personal information, for the following business purposes:

- Offering services
- Engaging in advertising or marketing activities
- Undertaking activities, including internal research and analysis, to derive consumer insights and to maintain or enhance the quality of our services, including our website
- Maintaining the integrity and the functionality of our information technology systems
- Responding to legal requests for information, such as subpoenas, warrants, and court orders
- Complying with other legal requirements.

Rights Under the CCPA

If you are a California resident, you have the right to:

1. Request that we disclose to you the following information covering the 12 months preceding your request (“request to know”):
 - The categories of personal information that we collected about you and the categories of sources from which we collected such information
 - The business or commercial purpose for collecting personal information about you
 - The categories of personal information about you that we disclosed to third parties for a business purpose and the categories of third parties to whom we disclosed such personal information
 - The specific pieces of personal information we collected about you
2. Request that we delete personal information that we collected from you, subject to applicable exceptions (“request to delete”). As stated above, we do not sell your personal information.
3. Be free from unlawful discrimination for exercising your rights under the CCPA.
4. Opt-out of the sale of their personal information by a business.
 - It is Service Venture’s policy not to sell personal information. Because Service Venture does not sell your personal information, we do not offer an opt-out under the CCPA.

To exercise these rights, where applicable, please email compliance@servicecu.org. Upon submission of your request, we will take steps to verify your identity or, if applicable, the authorized agent. This may be accomplished by asking you to verify details about your account and information we have on file or by reviewing your signature.

Data Security

We maintain physical, electronic, and procedural safeguards that comply with federal standards to safeguard your personal information. Access to your personal information is limited to those employees who may need to know that information to provide services to you. They are required to maintain the confidentiality of all customer information.

Contact for More Information

For any questions or concerns regarding this Policy, please send an email to compliance@servicecu.org.

Changes to This Policy

We may change or update this Policy in the future. When we do, we will post the revised Policy on this website. This Policy was last updated and became effective on the following date: May 20, 2025.