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Policy Number: G003432-0017

### Harleysville Life Insurance: Our Privacy Pledge

Providing superior products and services to our customers requires us to obtain various types of personal information. In entrusting your business to us, we understand that you expect your personal information to remain private and to be treated with the utmost confidence. Please be assured we are committed to safeguarding your privacy, and have established a policy to maintain the confidentiality of your personal information. We think it is important for you, as well, to understand how Harleysville Life Insurance obtains, uses and safeguards your personal information.

### How we obtain, use and protect your personal information

#### Information we obtain

The information we obtain will depend upon the type of insurance you request and may include.

- *Information we receive from you* in writing, by telephone or electronically on applications or other forms. Examples: your name, address, social security number and income. For some insurance products, the information may include your health history.
- *Information about your transactions with us*. Examples: your policy coverage, premiums, claims history and payment history.
- *Information we receive from a consumer reporting agency*. Examples: your credit score, credit history and motor vehicle reports.

#### Information we disclose

Except as explained below, we may share any personal information about our customers and former customers within Harleysville Life Insurance, our parent company and affiliates in order to offer you other insurance services that are likely to be of value to you.

- Unless you tell us not to, we may share credit information about you within Harleysville Life Insurance. We share this information in order to provide you with the appropriate insurance coverage. If you prefer that we not share this information within Harleysville Life Insurance, our parent company and affiliates, you may tell us not to by calling a toll-free number 1 800 222 1981.

As permitted by law, we may disclose (without specific authorization) any personal information about our customers and former customers we obtain to third parties (which includes persons and companies within and outside Harleysville Life Insurance) as is necessary for these parties to help us service or process your transaction with us.



We may disclose the following information to companies that perform marketing services for Harleysville Life Insurance or to other financial institutions such as banks, thrift institutions or insurance companies with which we have joint marketing agreements:

- *Information we receive from you* on applications or other forms. Examples: your name, address and telephone number.
- *Information about your transactions with us*, such as your policy coverage
- These third parties must agree to maintain strict confidentiality protections and limit the use of the customer information we provide them.

We do not sell or otherwise provide lists of our customers to third parties to market non-financial services.

### **Confidentiality of Health Information**

It is often necessary for us to obtain personal health information in order to underwrite insurance and process claims for various types of personal insurance coverage. We recognize your concerns about the security of that information and want to assure you that any personal health data you provide to us will be held in strict confidence. We will not disclose nor share your personal health information for marketing or any other unauthorized purpose. We may disclose or share your personal health information for underwriting your policy or administering your policy or claim or for other purposes permitted by law.

### **Harleysville Life Insurance Independent Agents**

Independent insurance agents of Harleysville Life Insurance are authorized to solicit business for Harleysville Life Insurance. However, they are not Harleysville Life Insurance employees. Because they have a unique business relationship with you, they may have additional personal information about you that we do not have. Agents may use any of your personal information they have for purposes other than doing business with us. If so, your agent may need to provide you with the agency's privacy policy.

### **Information Security Standards**

We maintain physical, electronic and procedural safeguards to protect customer information. We restrict access to your personal information to those persons who have a business need for such information.

### **We'll keep you informed**

As a valued customer, we respect your privacy concerns. We will provide you with an annual notice. In the event of future changes in our privacy policy, we will provide you an updated notice.