

Digital Privacy Policy

Updated 3/14/2024

At Cleveland State Bank, we deeply value the privacy and trust of our clients. Our Digital Privacy Policy, along with other relevant privacy notices, outline our commitment to safeguarding the personal information you share with us. This policy details how we collect, use and share your information when you engage with our products and services, including those accessed via mobile and online platforms.

For our U.S. clients utilizing our financial products and services, rest assured that any information we gather about you will be treated with the utmost respect, in line with our Privacy Policy. This policy also provides you with choices regarding the handling and sharing of your personal data.

Types of Information We Collect

As you use our services and interact with us, we may collect personal information in several ways:

- **Directly from you:** This includes contact details (name, address, email, telephone number), social security number, account and transaction data, feedback, and any other information you provide through electronic communication.
- **Through technology:** Device specifics, online activities, cookies, web beacons, location information, and behavioral biometrics are collected to enhance your experience and secure your devices.
- **From additional sources:** We may also obtain information from identity verification services and consumer reporting agencies.

How We Use Your Information

Your information helps us tailor our services to better meet your needs. Uses include servicing your requests, managing your accounts, verifying your identity, supporting clients, and sending you relevant communications and offers. We also utilize your information for security purposes and to comply with legal requirements.

How We Share Your Information

We may share your personal data with third parties and affiliates to provide and improve our services, conduct quality assurance, and offer technical support. In certain circumstances, we may also disclose your information to law enforcement or government authorities for compliance and protection purposes.

Your Choices Regarding Your Information

You have control over how we use your information. You can update your personal data, manage communication preferences, and adjust cookie and location data settings to suit your privacy needs.

Safeguards and Retention

We implement robust safeguards to protect your information from unauthorized access or misuse. Your personal data is retained only as long as necessary to fulfill our services and comply with legal obligations.

Links to Other Websites

Please be aware that our services may contain links to external websites. These are provided for your convenience and do not signify our endorsement. We encourage you to review the privacy policy of any third-party sites you visit.

Updates

Our Digital Privacy Policy may be updated from time to time. We will notify you of any significant changes and encourage you to review the policy periodically. Your continued use of our services signifies your acceptance of these changes.

Contact Us

If you have questions or concerns regarding our Digital Privacy Policy, please don't hesitate to reach out:

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