

Privacy Policy

The policy of Family Financial, Inc. is that the financial records of our customers and the relationships between Family Financial, Inc. and our customers are confidential, and that the safekeeping of customer information is a priority of Family Financial, Inc..

We collect, retain, and use information about our customers when we reasonably believe that it will help administer our business or provide products, services, and other opportunities for them. We collect and retain information about our customers only for specific business purposes - and we will tell our customers why we are collecting and retaining it upon our customers' request unless prohibited by law from doing so. We use information to protect and administer our customer's records, accounts, and funds; to comply with certain laws and regulations; to help us design or improve our products and services; and to understand our customers' financial needs so that we can provide our customers with quality products and superior service.

Purpose and Objectives

The purpose of our Privacy Policy is to define specific principles for Family Financial, Inc. employees to follow in compliance with customers' rights and existing laws as it pertains to personal non-public information.

- No employee other than Family Financial, Inc.'s designated representative(s) is authorized to divulge financial information or records of a customer to anyone outside Family Financial, Inc..
- It is the policy of Family Financial, Inc. to cooperate with governmental agencies in their properly made, legitimate requests for information and only in compliance with the specific requirements of the Right to Financial Privacy Act.
- It is the responsibility of each department manager to ensure that Family Financial, Inc. employees in their area understand the importance of confidentiality and customer privacy and receive training in responding to requests for information appropriate for the types of requests that may be received by that area.