Privacy Policy

River Chase Mortgage

Effective Date: 10/18/2025

Last Updated: 11/24/2025

River Chase Mortgage (“Company,” “we,” “our,” or “us”) is committed to protecting the privacy and security of consumer information. This Privacy Policy explains how we collect, use, store, share, and protect personal information as part of our mortgage services. We follow all applicable federal and state laws, including the **Gramm-Leach-Bliley Act (GLBA)**, **FCRA**, and **RESPA**.

1. Information We Collect

We collect information necessary to provide mortgage-related services, including:

Personal Information

- Name, address, phone number, email
- Date of birth, SSN
- Driver’s license or government ID

Financial Information

- Income, assets, debts
- Bank statements, tax returns, credit history
- Employment information

Property & Loan Information

- Purchase contract
- Appraisal reports
- Loan applications and disclosures (1003, LE, CD, etc.)

Technical Information

- IP address, device details, and usage data when interacting with our systems or website

2. How We Collect Information

We gather information through:

- Loan applications completed by consumers
- Documents uploaded through our LOS (Arrive)
- Communication via email, phone, text, Monday.com, or other approved channels
- Third-party providers including **credit bureaus**, **verification services**, **title companies**, and **employment verification vendors**

We do **not** collect data unrelated to delivering mortgage services.

3. How We Use Your Information

Your information is used for legitimate business purposes, including:

- Processing, underwriting, and closing mortgage loans
- Verifying identity, employment, and financial information
- Delivering required disclosures
- Communicating with you throughout the loan process
- Quality control and compliance audits
- Reporting to regulators as required by law
- Preventing fraud or unauthorized access

We do **not** sell personal information, marketing lists, or consumer data.

4. Who We Share Information With

We only share information with third parties as necessary to fulfill mortgage-related services, such as:

- Lenders
- Credit agencies (Xactus)
- Title and escrow companies
- Appraisers
- Compliance partners
- Technology vendors (Arrive LOS, Monday.com, Google Workspace, Dropbox Sign, etc.)
- Regulatory bodies when legally required

Each vendor is required to maintain appropriate security standards.

5. Data Storage and Access Control

We maintain strict internal access control:

- Only authorized employees and contractors may access consumer data.
- Access is granted based on job role and removed immediately when roles change or employment ends.
- Sensitive data is stored in secure, encrypted systems.
- Email, Slack, and other platforms may **not** store full credit files or SSNs unless encrypted or through approved channels.

6. Data Retention

We retain records as required by federal and state law:

- **Loan files:** minimum of 5 years
- **Credit-related documents:** per FCRA guidelines
- **Compliance and QC documentation:** per regulator requirements
- **Non-funded or withdrawn files:** retained per state-specific timelines

Retention ensures compliance and audit readiness.

7. Data Destruction Policy

Once retention periods expire, data is destroyed securely:

- Digital documents are deleted using industry-approved secure deletion methods
- Physical documents are cross-shredded or destroyed by an approved shredding vendor
- No files are disposed of in regular trash or unapproved digital locations

8. Security Measures

We implement physical, technical, and administrative safeguards, including:

- Multi-factor authentication
- Encrypted systems
- Mandatory password protection policies
- Restricted physical file access
- Employee training on handling consumer credit data
- Monitoring for unauthorized access or suspicious activity

9. Consumer Rights

Consumers may:

- Request copies of the information we maintain
- Request corrections to inaccurate information
- Ask how their data is used or shared
- Opt out of certain types of information sharing where legally allowed

We respond to all consumer requests within required legal timeframes.

10. Children's Information

We do not knowingly collect information from children under 18 without parental or legal guardian involvement as part of a lawful mortgage transaction.

11. Updates to This Policy

We may update this Privacy Policy periodically. Updates will be posted with a new "Last Updated" date. Continued use of our services indicates acceptance of changes.