



PRIVACY NOTICE

At Maine Mountain Insurance, LLC ("**we**," "**us**," or "**our**"), we are committed to protecting your personal information we obtain. We want you to know how and why we might collect, store, use, and/or share ("**process**") your information when you use our services.

PERSONAL INFORMATION WE COLLECT

We collect personal information that you provide to us when you express an interest in obtaining information about our products and/or services. We obtain Information from phone/email interviews and applications. The personal information that we collect depends on the context of your interactions with us, the choices you make, and the products and services you use or inquire about. The personal information we collect may include the following:

- Names, date of birth, phone numbers
- Addresses: physical, mailing, billing, & email
- Social Security numbers
- Bank account numbers/debit/credit card numbers
- Personal health, doctor, medication, & pharmacy info
- Health policy info
- Medicare & MaineCare ID numbers

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

HOW WE USE YOUR INFORMATION

We process your personal information for a variety of reasons, depending on how you interact with us. We process your information to:

- Run quotes and enroll in insurance plans
- Communicate with you
- Security and fraud prevention
- Comply with federal and state law
- Deliver and facilitate requested service(s)
- Respond to inquiries/support
- Send changes to our terms and policies

WITH WHOM WE SHARE YOUR PERSONAL INFORMATION

We may be required to share personal information in certain situations, to the following categories of third parties, as permitted by law.

- Quoting Platforms
- Insurance Carriers
- Government Entities
- Vendors – HSA, HRA, ICHRA

HOW LONG WE KEEP YOUR INFORMATION

We will only keep your personal information for as long as it is necessary for the purposes set out in this privacy notice, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this notice will require us keeping your personal information for longer than 10 years.

HOW WE KEEP YOUR INFORMATION SAFE

We have implemented technical and organizational security measures designed to protect the security of personal information we process. We have physical, electronic, and procedural safeguards that comply with federal and state regulations. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our services is at your own risk. You should only access the services within a secure environment.

YOUR PRIVACY RIGHTS

You have the right to request access to the personal information we collect from you, change that information, or delete it. To request to review, update, or delete your personal information, please submit your written request via:

- Email: tori@mainemountaininsurance.com or contact us by
- Mail: Maine Mountain Insurance, LLC
119 Church Hill Rd
Strong, ME 04983

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