

## Online Privacy Policy

Troy Insurance Agency and its California Agencies (the “**Company**” or “**we**”) has developed this privacy policy out of respect for the privacy of our customers, visitors to our website, job applicants, and independent contractors. This policy describes the personal information we collect, use, and disclose about individual consumers, applicants, and contractors who visit or interact with this website, visit any of our offices, stores, facilities or locations, purchase or inquire about any of our products or services, contract with us to provide services, apply for a position of employment, or otherwise interact or do business with us.

Whenever you visit our website, we will collect some information from you automatically simply by you visiting and navigating through this site, and some voluntarily when you submit information using a form on the website, enroll in or subscribe to our newsletter or marketing communications, request information, or use any of the other interactive portions of our website. Through this website, we will collect information that can identify you and/or your activity.

Additionally, whenever you communicate, interact, or do business with us, whether online or at any of our physical locations or facilities, or whether you are contracted to perform services for us or apply for a position of employment, we will be collecting personal information from you or about you in the course of our interaction or dealings with you.

### Information we collect

Whenever you visit our website, we will collect some information from you automatically, and some voluntarily.

We will collect the following information automatically:

- IP Address
- The date and time of your visit
- Webpages visited
- Browser Identification
- Form information downloaded
- Domain name from which our site was accessed

We will collect the following information voluntarily:

- Your name
- Your contact information, including your email address

### Uses of the information that we collect

We collect information about our website visitors for a number of reasons, including:

- To improve the website experience for all visitors
- To understand the demographics of our website visitors
- To facilitate the processing of subscriber requests
- To be able to communicate with website visitors

### How we protect the information that we collect

The protection of the information that we collect from our site visitors is of the utmost importance to us and we take every reasonable measure to ensure that protection, including:

- We keep automatically collected data and voluntarily collected data separate at all times.
- We use Secure Sockets Layer (SSL) 256 bit encryption wherever we capture voluntarily provided information.
- We use internal encryption on all data stores that house voluntarily captured data.
- We use commercially reasonable tools and techniques to protect against unauthorized access to our systems.
- We restrict access to Private Information to those who need such access in the course of their duties for us.

### Use of cookies and other tracking technologies

Cookies are small files that a website may transfer to a user's computer that reside there for either the duration of the browsing session (session cookies) or on a permanent (until deleted) basis (persistent cookies) that may be used to identify a user, a user's machine, or a user's behavior. We make use of cookies under the following circumstances and for the following reasons:

- Compile data about site traffic to offer a better website experience.
- Understand and save visitor preferences for future visits.

Do Not Track (DNT) is a privacy preference users can set if they do not want web services to collect information about their online activity. However, there is currently no universal standard for sending and receiving DNT signals. Due to this lack of universal standard, it would be impossible for us to promise that we comply with all known and unknown DNT standards.

Therefore, we do not respond to DNT signals or other mechanisms that provide a choice regarding the collection of personally identifiable information about activities over time and across different Web sites or online services. If a universal standard for DNT becomes available, we may revisit our DNT Policy.

### Sharing of Data—Third-party disclosure of the information that we collect

Information about our customers is an important part of our business, and we are not in the business of selling it to others. We share customer information only as described below and with subsidiaries that Troy Insurance Agency controls that either are subject to this Privacy Notice or follow practices at least as protective as those described in this Privacy Notice.

We may disclose your personal information to our service providers, suppliers, subcontractors, and other parties who provide services to us or act on our behalf. Phone numbers collected for SMS consent are not shared with any 3rd parties or affiliates.

We may also disclose nonpublic information about you to non-affiliated third parties as permitted by law, such as when required to do so by a court order or subpoena.

### Opt Out

If you no longer want to receive emails or marketing-related materials from us, you may opt out of receiving these materials by following the unsubscribe instructions in such messages or by contacting via email at: [optout@leavitt.com](mailto:optout@leavitt.com). Please note that even if you opt out of receiving promotional emails from us, we may continue to send you transactional or informational email communications.

### OSMS Terms of Service

*By opting into SMS from a web form or other medium, you agree to receive SMS messages from Troy Insurance Agency. This includes SMS messages for payments due, policy expiry dates, policy renewals, and billing notifications. Message frequency varies. Message and*

*data rates may apply. See privacy policy at [link]. Message HELP for help. Reply STOP to any message to opt out."*

## Changes

From time to time we may modify and/or update this Privacy Policy. We encourage you to check back to this page to determine if any changes have been made.

## California Consumer Privacy Act (CCPA)

For visitors from California, please see our [California CCPA Privacy Notice](#).