

Our Company Policy

When you receive a product or service from any of the affiliated insurance companies of EMC Insurance Companies* (collectively, “EMC,” “we,” “us” or “our”), including, but not limited to, buying insurance, you provide information about yourself. We need this data to process and service your business. EMC recognizes the confidentiality expectations of our policyholders and those receiving services from us.

We value the trust you place in us, respect the privacy of your personal information and are committed to keeping your information secure and confidential.

- We collect only data needed for our business.
- We use means allowed by law to collect information.
- We only share data that the law allows.
- We limit employee access to data to only those who need access for a business reason.

Information We May Collect

Possible sources of information:

- From you, such as your address and telephone number. We may collect this from your application, telephone, video or in-person interviews, or your independent insurance agent. We collect most of our information directly from you.
- From your transactions with us, such as your payment history, underwriting and claim documents.
- From outside sources, such as your driving record or other public records and claims history.
- From consumer reporting agencies, such as your credit history. If we order a consumer credit report, we will notify you as required by state laws and under the federal Fair Credit Reporting Act.

Possible types of information may include:

- Name
- Social Security number
- Phone number
- Driver’s license number
- Email address
- Credit report
- Other consumer report information
- Health information
- Mailing address
- Financial information

How We Use This Information

Personal information about you may be saved both in our records and in your agent’s files. We may use your personal information to:

- Underwrite insurance policies
- Offer you other EMC insurance products and services
- Process your insurance claims
- Service your accounts
- Ensure proper billing

How We Protect Your Information

EMC protects insured information in a variety of ways:

- We limit employee access to customer data.
- We train our employees to make use of customer data only for lawful purposes.
- We protect data by using physical, electronic and procedural safeguards.

How We Share Your Information

We share personal information about our customers or former customers only as permitted by law. The law allows us to share information about you without your consent with any and all of the EMC affiliated insurance companies and the following types of third parties:

- Your independent agent or broker
- Parties who perform a business, professional or insurance function or otherwise provide support or services to or for any of our affiliated insurance companies
- Businesses that help any of our affiliated insurance companies with data processing or marketing
- Independent claim adjusters, appraisers, investigators, medical professionals and attorneys who need the information to investigate, defend or settle a claim involving you
- Businesses that conduct research, including actuarial or underwriting studies

State and federal law requires this notice be sent annually. This notice describes how we collect, use, protect and share information. Additionally, this notice will explain how to request information we have in our records.

We do not share personal information about our customers or former customers except as permitted by law.

This is a privacy notice and is not part of the insurance policy, nor is it considered an endorsement of the insurance policy or in any way part of the insurance or service contract.

- Other insurance companies, agents or consumer reporting agencies as reasonably necessary in connection with any application, policy or claim involving you
- Medical care institutions or medical professionals to verify coverage or conduct an audit of services
- Government agencies in connection with the regulation of our business
- Support organizations that collect information for the purpose of detecting and preventing insurance crimes or fraudulent claims
- Law enforcement or other government authorities to protect our legal interests or in cases of suspected fraud or illegal activities
- Authorized persons as ordered by a subpoena, warrant or other court order or as otherwise required by law
- Certificate holders or policyholders for the purpose of providing information regarding the status of an insurance transaction
- Lienholders, mortgagees, lessors or other persons shown on our records as having a legal or other interest in your policy

Requesting Your Information

It is your right:

- To know what kind of information we keep in our files about you
- To have reasonable access to it
- To receive a copy of it

Contact us by any of the means provided below if you have questions about what personal information we have on file. We will need the following information to respond to your inquiry:

- Your complete name
- Type(s) of policy held or applied for or services you receive
- Your complete address
- All policy or claims numbers issued to you by us

We are not required to tell you about certain types of information generally collected when evaluating claims or possible lawsuits.

Within 30 business days of receipt of your request, we will do the following:

- Inform you in writing of the nature and substance of locatable, retrievable and available recorded personal information about you in our files. You may review this information in person or receive a copy at a reasonable charge.
- Identify any person or organizations listed in our records to whom we have disclosed this information within the past two years. In addition, you may be given the name and address of any consumer credit reporting agency that prepared a report about you. You may contact the agency for a copy of your report.

After you have reviewed the personal information about you in our files, you can contact us if you believe it should be corrected, amended or deleted. Tell us what you think is wrong and why. We will consider your request and provide you with written notice within 30 business days to let you know if we have changed our files and why.

If we do not make changes, you will have the right to insert in our file a concise statement containing what you believe to be the correct, relevant or fair information and explain why you believe the information on file to be improper. We will furnish the changes or, where applicable, your statements to:

- Any persons designated by you who may have received such information within the past two years
- Any support organizations that have received such information from us within the past seven years (unless the organization no longer maintains such information about you)
- Any insurance support organization that furnished us the original information

If we do not make the changes you requested, when appropriate, subsequent disclosures that we make will include your statement.

Contact Us

Use any of the following methods to reach us. Remember to include your name, address and policy or claim number.

Privacy Coordinator
 EMC Insurance Companies
 P.O. Box 712
 Des Moines, Iowa 50306-0712

privacycoordinator@emcins.com
 800-447-2295

We reserve the right to modify or supplement this privacy notice at any time in accordance with the applicable law. We will send you a notice if we make changes affecting your rights under our privacy policy.

* EMC Insurance Companies is the trade name used by the following group of affiliated insurance and insurance service companies of which Employers Mutual Casualty Company is the lead company:

Employers Mutual Casualty Company
 EMC Insurance Group Inc.
 EMC National Life Company
 EMC Property & Casualty Company
 EMC Reinsurance Company
 EMC Risk Services, LLC
 EMC Underwriters, LLC
 EMCASCO Insurance Company
 Dakota Fire Insurance Company
 Illinois EMCASCO Insurance Company
 Union Insurance Company of Providence
 EMC National Life Marketing Services, LLC

Any reference to "affiliated insurance companies" shall mean the above companies, collectively. This notice is applicable to and made on behalf of each of our affiliated insurance companies, except for EMC National Life Company and EMC National Life Marketing Services, LLC.