

## **WEBSITE POLICY**

Bank of Cleveland is committed to providing the highest level of security and privacy regarding the collection and use of our Online Banking customers' personal information, as well as that of all visitors to our website.

We do not collect unique identifying information about you individually unless you voluntarily and knowingly provide us that information. You should never provide such information in an email or other transmission. The collection of personal information online is designed to protect access to your personal accounts and assist the bank in providing you with the products and services you want and need. All personal information collected and stored by the bank is used for specific business purposes-to protect and administer your personal accounts and transactions, and to comply with state and federal banking regulations.

While signed into Online Banking, use the contact link to send a secure message to us. The information you provide us will only be used as appropriate to handle your request. Your personal information will not be dispersed or sold to other organizations. By using our Contact Us link while signed into Online Banking, the information is sent to Bank of Cleveland securely. Please keep in mind that emailing, texting, posting, etc. is not secure and others may be able to intercept those transmissions.

Web analytic software is used to collect non-identifying information about our visitors, as follows:

- Date and time our site was accessed
- IP address (numeric address given to servers connected to the Internet)
- Web browser used
- City, state and country

The general information that we collect is used to improve the content of our site and is not shared with other organizations for commercial purposes.

### **COOKIES**

We may use internet cookies to help us authenticate your online session to Bank of Cleveland's Online Banking. A cookie is a unique identifying bit of data sent from our web server to your internet browser when you visit our site. The cookie is stored on your system but does nothing to your computer or hard drive and does not gather any personal information about you. Cookies help websites track user preferences and recognize return visitors.

## SECURITY

Safeguarding our customer's information is our highest priority. We use the latest encryption technology to secure your data along with firewalls, intrusion detection, virus protection and application security. A pharming shield is used to maintain visitor trust, website & SSL integrity, defacement prevention and website server security. Your Online Banking account is secured by a unique user ID and password and multifactor authentication. You should never share these credentials and should notify us immediately if they have been compromised. Your online banking session will also sign off automatically from inactivity to protect your data. **For additional security, please remember to sign off after use and close your internet browser.**

## LINKS TO OTHER SITES

We provide links to other web sites for your convenience and information. These sites may have their own privacy statements in place, which we recommend you review if you visit any linked web site. We assume no responsibility for the content, safety, security, or privacy of any such site or any transactions with respect thereto.

## CHILDREN'S ONLINE PRIVACY PROTECTION ACT

The Children's Online Privacy Protection Act (COPPA), passed by Congress in October 1998, requires the Federal Trade Commission (FTC) to issue and enforce rules concerning children's online privacy. COPPA protects children under the age of 13 from the online collection of personal information. Protecting children on the internet and the privacy of children is very important to us. For this reason, we do not intentionally collect information at our web site from those we actually know are under 13, and no part of our web site is intended to attract anyone under 13.

For more information about the Children's Online Privacy Protection Act (COPPA) please refer to the FTC's web site at <http://www.ftc.gov/bcp/menus/consumer/data/child.shtm>.

Please refer to our current [Privacy Policy](#) for more information on how we manage the personal information of our current and former customers.