

Southern States Member Cooperative Consumer Privacy Policy

Keeping customer information secure, while providing quality products and services, is a top priority for Southern States Cooperative, Inc. We understand your concerns about guarding your personal information. This notice describes our privacy policy, how we collect information about you and how we safeguard and use that information.

Collection of Information

To better serve you and manage our business, it is important that we collect and maintain accurate information about our customers. We collect non-public personal information about you from the following sources:

- Information you provide on applications or other forms, such as change of address forms and financial statements, by telephone or in person to our representatives, including but not limited to your name, address, telephone numbers, social security number and EIN employer and income
- Information about your transactions with us and our affiliates, including your account balance, payment history, purchase history and account activity
- From consumer reporting agencies, we obtain information related to your credit worthiness and credit history
- From verification of information you provide on applications and other forms, we obtain information about you from third parties such as your financial institutions, lenders, creditors and other sources

Accuracy of Information

It is important that the information we maintain about our customers is accurate and complete. If you see information in your monthly billing statement, which suggests that our information is incomplete or inaccurate, let us know so that we can update this information.

Protection of Information

We maintain physical, electronic and procedural safeguards to protect the confidentiality of our customers' information. We restrict access to non-public personal information about you to those employees who have a specific business purpose in utilizing such information. We limit the sharing of information with others and inform our employees regarding their obligation to maintain confidentiality regarding customer information.

Information Disclosure

We may disclose some or all of the information we collect as described above, including non-public personal information to:

- Non-affiliated companies that perform services directly for us
- Our affiliates and to non-affiliate third parties as permitted by law

We may disclose any information when we believe it is necessary for the conduct of our business, or where disclosure is required or permitted by law. We may disclose information, including non-public personal information, to assist us in processing a transaction for you and to enable third parties to provide business services to us, such as collection activities, account insurance, and general administrative activities such as mailing and data processing. We do not sell customer lists or individual customer information.

Further Information

Pursuant to federal privacy laws, once a year we will provide to our customers a description of our privacy policy.