

Bill Pay Privacy Policy

Updated: September 14, 2022

Privacy Policy

At CheckFree Services Corporation, a subsidiary of Fiserv Solutions, Inc. ("CheckFree"), we know privacy is important to you. It is also vital to our business. This Privacy Policy describes the types of "Personal Information" (information that is identifiable to a particular person) that we collect in connection with products and services offered through the website at Cadence Bank (www.CadenceBank.com), and explains how we safeguard your privacy as a user of those products and services. For more details on what your rights and obligations are when using the products and services offered on the Site, please refer to the Terms & Conditions found on the Site.

Coverage

CheckFree offers many products and services, some of which are available through other organizations such as banks, credit unions, brokerage firms, Internet portals, and others. This Privacy Policy applies only to electronic billing, electronic payment, and other products and services offered by CheckFree through the Site. CheckFree products and services offered through other organizations comply with the Privacy Policies of those organizations.

What Types of Personal Information We Collect

The Personal Information that CheckFree collects from or about you may include:

- Contact Information such as name, postal address, and e-mail address;
- Account numbers and other information on bills you would like to view online;
- Information about bank checking accounts and credit card accounts, if you decide to make payments from those accounts through the Site;
- Information maintained about you by consumer reporting agencies, including credit bureaus; and

- Information to help verify your identity and authenticate your access to your information, products and services at the Site, including a password, secret question and secret answer.

How We Collect Your Information

CheckFree may collect Personal Information about you from the following sources:

- Your enrollment applications, or similar forms;
- Your use of the Site and the products and services offered through it, including data transmitted to CheckFree through cell phones and other mobile devices;
- Companies that provide content, such as electronic bills, to the Site, or that use CheckFree's electronic billing and/or electronic payment services at their sites;
- Consumer reporting agencies; and
- Other sources, as allowed by law.

Cookies and Other Related Issues

When you visit the Site, we receive certain standard information that your browser sends to every website you visit, such as your IP address, browser type and language, access times and referring website addresses. This data does not identify you uniquely. However, it is used to assist in "authenticating" who you are when you access the Site.

We may also receive additional information about your visit to the Site, including the pages you view, the links you click and other actions you take in connection with the Site and the products and services offered through it. This data is used to make the site design more efficient.

Like most websites, the Site also uses "cookies," which are small text files placed on your computer by the web server when you visit the Site. Most such cookies are "session" cookies that are only used for a specific period during which you are on the Site (such as when you are going through the authentication process or using webchat), but a few are "persistent" cookies that stay on your hard drive and are read by the web server when you return to the site. The Site uses cookies to store your preferences and other information on your computer in order to save you time by eliminating the need to repeatedly enter the same information and to display your personalized content on your later visits to the Site.

Cookies cannot and will not be used to deliver or run programs on your computer. Most web browsers automatically accept cookies, but you can modify your browser setting to decline cookies if you prefer. However, if you choose to decline cookies, you will not be able to sign in or use other interactive features of the Site that depend on cookies.

How We May Use and Disclose Your Personal Information

Cadence Bank treats your Personal Information as confidential. Cadence Bank does not sell or rent your Personal Information. Cadence Bank does not share your Personal information in a manner that differs from what is described in this Privacy Policy without your prior consent. We may use and disclose your Personal Information for the following purposes, including limited disclosures to nonaffiliated third-party service providers performing services on our behalf, and to certain other non-affiliated entities as described below:

- To complete transactions and render products and services authorized by you (such as sharing the information with an electric company or other biller as necessary to allow the biller to authenticate you, to pay a bill, and to send messages to you related to the authorized products and services);
- To send you information about additional products and services that have been or will be offered through the Site by Cadence Bank and others; although you may opt out of receiving commercial email marketing messages from Cadence Bank by following the opt-out processes described in those messages;
- To perform fraud screening, to verify your identity, determine your credit history, collect on accounts, furnish delinquent account information to credit reporting agencies, and verify the information contained in your account (such as sharing information with a credit reporting agency during the account enrollment process);
- To comply with laws and regulations, including compliance with court orders or lawful instructions from a government agency, to protect the personal safety of subscribers or the public, to defend Cadence Bank from claims, and to protect Cadence Bank's rights and property, and as otherwise permitted by applicable law; and

- As otherwise authorized by you.

Access to Your Information

You may review and update the Personal Information maintained about you in the "My Profile" section of the Site at any time to ensure that it is accurate and up-to-date.

How We Keep Your Information Secure

To ensure that your Personal Information remains confidential, CheckFree uses Secure Sockets Layer (SSL) technology to transmit and receive your Personal Information in an encrypted form.

Additionally, we maintain physical, electronic, and procedural safeguards to help prevent unauthorized access to your Personal Information. We update and test our technology frequently to improve these protections and to ensure the integrity of your Personal Information.

CheckFree has policies and procedures that limit employee access to your Personal Information to those with a business reason to have such information. We educate our employees about the importance of confidentiality and customer privacy, and we take appropriate disciplinary measures to enforce our privacy practices.

Protection for Former Customers

We treat the Personal Information of our former customers with the same care and respect as that of our current customers.

Compliance with Applicable Laws

CheckFree complies with applicable laws and regulations pertaining to information about you, including U.S. federal laws pertaining to "nonpublic personal information" and "consumer report information." CheckFree uses and discloses those types of information only as permitted by applicable law and described in this Privacy Policy.

Keeping Up to Date with Our Privacy Policy

The most current Privacy Policy is kept posted on the Site. For a printed copy of the most current Privacy Policy you may contact us by mail, by telephone, or by e-mail at the addresses listed below.

Contacting Us

At CheckFree, your privacy and the protection of your Personal Information are central to our business. Our products and services are developed with your privacy and security as a priority. If you have any questions about this Privacy Policy, please contact us in one of the following ways:

In writing: CheckFree Services Corporation ATTN: Privacy Management 4411 East Jones Bridge Road Norcross, GA 30092 E-mail: privacy@customercenter.net Telephone number: 1-800-564-9184