

Rockingham Insurance Statement of Privacy Practices

rev. May 2018

FACTS

WHAT DOES ROCKINGHAM INSURANCE DO WITH YOUR PERSONAL INFORMATION?

WHY? Financial companies choose how they share your personal information. Federal and state law give consumers the right to limit some but not all sharing. Federal and state law also require us to tell you how we collect, share and protect your personal information. Please read this notice carefully to understand what we do.

WHAT? The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social security number
- Credit based insurance scores
- Insurance claim history
- Motor vehicle history
- Account payment history

Reasons we can share your personal information.	Does Rockingham Insurance share?	Can you limit this sharing?
For our everyday business purposes— Such as to process your transactions, maintain your accounts(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes— To offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	Yes
For our affiliates' everyday business purposes— Information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes— Information about your creditworthiness	Yes	Yes
For our affiliates to market to you	Yes	Yes
For nonaffiliates to market to you	No	We don't share.

To limit our sharing. Visit us online at <https://rockingham.insure/privacy-policy/>

Please note:
If you are a new customer, we can begin sharing your information **30** days from the date we sent this notice. When you are no longer our customer, we continue to share your information as described in this notice.

However, you can contact us at any time to limit our sharing.

Questions?

Call 1-800-572-4015 or go to rockingham.insure

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Who we are.	
Who is providing this notice?	Rockingham Insurance, which includes Rockingham Mutual Group, Inc.; Rockingham Group, Inc.; Rockingham Insurance Company; Rockingham Casualty Company; and Rockingham Mutual Service Agency, Inc.
What we do.	
How does Rockingham Insurance protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with state and federal law. These measures include computer safeguards and secured files and buildings. All Rockingham Insurance employees have access to your personal information.
How does Rockingham Insurance collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> • Apply for insurance • Pay insurance premiums • File an insurance claim • Submit information on our website <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only</p> <ul style="list-style-type: none"> • Sharing for affiliates' everyday business purposes— information about your creditworthiness • Affiliates from using your information to market to you • Sharing for nonaffiliates to market to you <p>State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.</p>
What happens when I limit sharing for a policy I hold jointly with someone else?	Your choices will apply to everyone on your policy — unless you tell us otherwise.

Definitions	
Affiliates	<ul style="list-style-type: none"> • Companies related by common ownership or control. They can be financial and non-financial companies. • Our affiliates include companies with a Rockingham name, such as Rockingham Mutual Group, Inc.; Rockingham Group, Inc.; Rockingham Insurance Company; Rockingham Casualty Company; and Rockingham Mutual Service Agency, Inc.
Nonaffiliates	<ul style="list-style-type: none"> • Companies not related by common ownership or control. They can be financial and non-financial companies • Rockingham Insurance does not share with nonaffiliates so they can market to you.
Joint Marketing	<ul style="list-style-type: none"> • A formal Agreement between nonaffiliated financial companies that together market financial products or services to you. • Rockingham Insurance doesn't jointly market.

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Other important information

- **Disclosures without prior authorization.** Rockingham Insurance is permitted by law to share information about you, even without your authorization, with: (1) a third party if it is reasonably necessary to enable the party to perform services for us, such as marketing of our own products and services, eligibility and coverage determinations, claims investigations, appraisals, or the detection of fraud or material misrepresentations; (2) to a group policyholder or affiliate if the information is reasonably necessary for the group policyholder or affiliate to conduct a review or audit of services provided and claims experience; (3) any of our affiliated companies who provide services to you; (4) insurance regulatory authorities; (5) law enforcement agencies, governmental authorities, or other third parties to protect our interests in response to a subpoena, to report illegal activities, or when otherwise required by law to do so; (6) persons or organizations conducting actuarial or research studies; and (7) to a medical care institution or professional for the purposes of verifying insurance coverage.
- **Additional methods of information collection.** In addition to information collected as described above, Rockingham Insurance may also collect information through other means such as property inspections when you file an application or submit a claim. Please be advised that upon request, Rockingham Insurance will provide you an opportunity to be interviewed in connection with any investigatory report obtained in connection with your application or your customer relationship with us.
- **Access to information.** Upon your written request, and at your expense (except as provided below), Rockingham Insurance will provide (i) a copy of the relevant information we have obtained about you in connection with your application for insurance with us and while you were our customer, (ii) the consumer reporting agency's name and address from whom we have received a report and (iii) the identity, if recorded, of those to whom we have disclosed your information during the two (2) years preceding your request, or if such information is not recorded, then the identity of those to whom we usually disclose such information. If we have increased your premium, denied or changed your coverage based on information that we have obtained about you, we will provide you a copy of the information described in the preceding sentence free of charge if you request such information within ninety (90) days of our action. Further, upon your request made to the agency that prepared the relevant consumer report about you, that agency will provide you with a copy at your expense. However, that report will be free of charge if we have increased your premium, denied or changed your coverage based on information in that report and you request a copy from the consumer reporting agency within ninety (90) days of our action.
- **Disputing information on a consumer report.** In order to dispute or change the information on your consumer report, you should file your dispute directly with the consumer reporting agency involved. Please be advised that the consumer reporting agency simply provides information to us. They do not make insurance decisions and cannot explain why our decisions are made. If you feel that our decisions are based on any information that is not correct or not complete, we will review it at your request. If we agree with you, we will make the corrections, amendments or deletions in our file and re-evaluate our decisions. If we do not agree with you, we will provide you with the reasons that we disagree, and you may file a short statement of dispute with us. This statement will be sent with any disclosure of the information that we make. It, or a notice of our decision to correct, amend or delete information as applicable, may also be sent to anyone you designate who may have received such information about you in the past two (2) years or as otherwise required by law.
- **Information retention by insurance support organizations.** Information obtained by an insurance support organization may be retained by the insurance support organization and disclosed to other persons.
- **Use of Cookies and Other Similar Tracking Techniques.** Rockingham Insurance uses cookies and other similar tracking techniques to customize our Web site's contents and layout to better meet users' needs. These bits of data enhance customer service by providing us with information such as: number of visits, average time spent on the site, pages viewed and similar information. They also enable our Web site to carry over information from one visit to another to avoid redundant entering of information. Cookies by themselves do not reveal the identity of an individual user. You may opt out of accepting cookies by changing the settings of your browser.