



IJN Systems



**Sonic Insurance Agency – Hallberg Insurance Network
PRIVACY NOTICE**

For informational purposes only – No action required

We value our business relationship in serving you for your important insurance needs. Sonic Insurance Agency recognizes your confidentiality expectations, and is committed to protecting your right to privacy of any non-public personal information collected before, during and even after you have concluded your business relationship with the Sonic. Because we value the business relationship with you, we do not sell customer information or share it with organizations outside of Sonic Insurance Agency for any marketing purposes. Instead, it is the policy of Sonic Insurance Agency and its representatives to:

- Collect only information that is necessary or relevant to our business.
- Make a reasonable effort to ensure that information that we act upon is accurate, relevant, timely and complete.
- Use only legitimate means to collect information.
- Make personal information available externally only to respond to legitimate business needs, to regulatory or other government authorities or as otherwise permitted by law.
- Limit employee access to those who need to and are trained in the proper handling of personal information.

We are providing you with the following summary of the kinds of information that Sonic Insurance Agency may collect, what is done with information after it is collected, and how you can find out about such information, if any, we have about you in our records.

What kind of information do we collect about you and from whom?

We receive the majority of information directly from you. The policy application form that you complete, as well as any additional information you provide, generally provides the information that we need to know. On occasion, you may be contacted by one of our representatives by mail, telephone, and other electronic means or in person to secure additional information. Depending on the nature of the transaction, additional information may be secured from outside sources, such as motor vehicle records, loss information reports, credit reports, court records or other public records. Third parties, such as other insurance companies or investigative consumer reporting agencies may also provide information.

What do we do with the information collected about you?

Information that has been collected about you and retained will be contained in either the Sonic Insurance Agency's policy records. The information is reviewed to evaluate your request for insurance coverage and in determining your premium rates. We will also refer to and use information contained in our policy records for purposes related to issuing and servicing insurance policies and claims. Sonic Insurance Agency may also use information about you for insurance marketing purposes or to help you with your overall insurance program.

To whom do we disclose information about you?

- Your insurance carrier, agent or broker.
- Parties who perform a business, professional or insurance function for Sonic, including reinsurance companies.



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- Independent claims adjusters, appraisers, investigators and attorneys who require the information to investigate, defend or settle a claim involving you.
- Businesses that assist us with data processing or marketing.
- Other insurance companies, agents or consumer reporting agencies as reasonably necessary in connection with any application, policy, or claim involving you.
- Insurance support organizations that are established to collect information for the purpose of detecting and/or preventing insurance crimes or fraudulent claims.
- Insurance regulatory agencies in connection with the regulation of our business.
- Law enforcement or other governmental authorities to protect our legal interest or in cases of suspected fraud or illegal activities.
- Authorized persons as ordered by a subpoena, warrant or other court order or as required by law.
- Certificate holders or policyholders for the purpose of providing information regarding the status of an insurance transaction.
- Lienholders, lessors or other persons or organizations shown in our records as having a legal interest or beneficial interest in your policy.

We do not provide information about you, such as your name and address, to persons or organizations that may wish to provide you with information about their non-insurance products or services.

Should you cease to be a policyholder of the insurance carrier affiliated with Sonic Insurance Agency, or after your claim is settled, our policy is to archive your information for a period of six (6) years unless law or regulation requires an additional archival period. At any time, you have the right to remove yourself from our databases by contacting us in writing.

How can you find out about the information contained in our records?

You have the right to know what kind of information Sonic Insurance Agency retains about you in our files and records, to have reasonable access to it and to receive a copy. Write to us if you have questions about information you would care to receive. Provide your complete name, address and policy number or policy type for which you applied.

Within thirty (30) business days of receipt of your request, you will be informed in writing of the nature and substance of locatable and retrievable recorded personal information about you contained in our files. You may review this information in person or receive a copy at a reasonable fee. We will also identify any person or organization to which the information was disclosed within the past two (2) year period. In addition, you will be provided the name and address of any consumer-reporting agency that prepared a report about you so that you can contact them to request a copy.

Following the review of your personal information contained in our file, you may write to us if you believe that any information should be corrected, amended or deleted. Include a narrative, summarizing what you think is incorrect and why. Your request will be considered and within thirty (30) business days, the files will either be corrected or you will be provided with the reasons in writing explaining why the file was not changed. If we do not make the 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 explaining why you believe the information in your file is improper. We will notify persons or organizations designated by you to whom we have previously disclosed the information of the change or your statement. Subsequent disclosures to any other persons or organizations will include a copy of your statement.



How do we protect the confidentiality of information about you?

Sonic Insurance Agency maintains appropriate security standards and procedures to prevent unauthorized access to your information in whatever medium it is stored. We limit employee access to personally identifiable information to those with a business reason for knowing such information. Sonic Insurance Agency also believes in educating our employees so that they will understand the importance of confidentiality of personal information, and in taking appropriate measures to enforce employee privacy responsibilities.

Since Sonic Insurance Agency (licensing the IJN System which has its roots in the jewelry industry)-- the issue of security is a very familiar issue; it is at the forefront of our attention. Sonic Insurance Agency secures customer data by addressing three critical areas: physical security, system security, and operational security.

Physical Security

- Access to the data center is limited to data center technicians
- Biometric scanning for controlled data center access as well as security camera monitoring of the data center
- Unmarked facilities to help maintain low profile with 24x7 onsite protection against unauthorized entry
- Physical security audited by an independent firm

System Security

- System installation using hardened, patched OS configured to protect against exploits
- Dedicated firewall and VPN services to help block unauthorized system access
- Data protection with a managed backup
- Distributed Denial of Service (DDoS) mitigation services

Operational Security

- ISO17799-based policies and procedures
- All employees trained on information security and privacy procedures
- Access to confidential information restricted to authorized personnel only, all system access logged
- Secure document-destruction of all sensitive information
- Independently audited disaster recovery and business continuity plans in place

To keep up with the rapidly evolving internet environment, Sonic Insurance Agency will, from time to time, review and revise these policies and practices. Minor changes may be made at anytime. We will update the version number and date of the Privacy & Security Policies when such changes are made.