

At CSS, we respect your privacy.

Century Support Services LLC

Information Privacy Policy Notice

Commitment & Protection of Non-Public Personal Financial Information

Century Support Services LLC (CSS) respects the right to privacy of all our applicants, current and former customers, and is committed to providing the highest level of security concerning the collection, use, and sharing of your personal information. CSS is providing this notice to inform you of how CSS will ensure our ongoing responsibility and secure that trust by continuing to safeguard the confidentiality of your personal non-public information.

Collection, Use and Retention of Non-Public Personal Financial Information

CSS collects your personal non-public information directly from you via our applications and forms, when you contact us via email or by telephone, from our third party marketing companies, creditor account information, and other financial and reporting agencies. We may collect certain additional information about your internet usage if you visit our Internet website. The types of information we collect includes, but is not limited to, the following: your name, address, and telephone number; information about your creditors, account balances, transaction history, payment history, and other information contained in your credit card statements; and other debt information obtained from collection agencies and consumer reports.

CSS has designed its processes concerning the collection of your personal information around protecting access to it. CSS limits our use and retention of acquired non-public personal financial information to what we believe is necessary to administer our business and to assist us in providing you with our highest quality of service and products that you need and that may be of benefit or interest to you. In addition, we may use your personal information to tailor, refine, and improve our products and services.

Security Procedures to Protect Non-Public Personal Financial Information

CSS maintains physical, electronic and procedural safeguards for your non-public personal information against unauthorized access or use. CSS restricts access of your non-public personal information only to employees who have a legitimate business need to access it including those who service your account or provide other services to you. CSS employees are educated about the importance of maintaining the security of your personal information, and are subject to a corporate code of ethics and policies that require it to be secure. You can aid us in maintaining the security of your personal information by not sharing it with anyone, and by limiting the transmission of personal information over such insecure methods as the internet or email. No such method of transmission can ever be 100% secure.

Sharing Information within CSS Companies

CSS may disclose information that properly identifies you, such as your name, address, social security number, email address and other personal financial account information that we acquired about you. Specifically, CSS may share your non-public personal information with its owned and affiliated companies ("Affiliates"), marketing service providers, creditors, and those third party companies with whom CSS has established a business relationship that will enable us to carry out contracted services for you and/or offer additional beneficial services or products to you to the extent permitted by law. CSS holds its Affiliates to the same stringent policies and high standards concerning the security of your personal information as CSS itself.

Sharing Information with Third Parties

In addition to our Affiliates and the businesses and marketing service providers that are described above, CSS reserves the right to disclose non-public personal information about you at its sole discretion, as permitted or required by law, in order to help us carry out our obligations to you, provide products and services that you might otherwise not be informed about, and to any third party with whom you specifically authorize us to share the information. We maintain strict procedures and protocols that dictate the circumstances around which we will provide information to your creditors when they call us, including requiring that the creditor confirm your name and the last four digits of your social security number. Under no circumstances, however, will we disclose your telephone number to one of your creditors.

Children

CSS is committed to protecting the privacy of children. Neither our services nor any of our communications are intended for or directed to minors. If you believe we have been provided with any minor's personal information, please contact us immediately at:

Century Support Services, LLC
2000 Commerce Loop, Suite 2111
North Huntingdon, PA 15642
1-888-913-8784

Opt-Out Option

Federal Law provides that you have a right to prevent CSS from sharing your information with our Affiliates, with third party companies or marketing service providers. If you do not want CSS to share your information with its Affiliates, third party companies, or marketing service providers, please complete the opt-out form at the end of this Privacy Notice and return it to CSS by regular mail at the address indicated on the opt-out form within 30 days of receiving this Privacy Notice. Once we have received your opt-out form, CSS will cease sharing information with Affiliated or with third parties within a reasonable processing time.

We want you to be fully informed as to CSS' commitment to maintaining the privacy and confidentiality of information that we have received from you or about you as expressed in this Information Privacy Policy Notice. CSS reserves the right to amend this policy at any time. If you desire to discuss CSS' privacy policy, please call CSS' toll free telephone number **1-888-913-8784**.