



Compassionate financing. Accessible care.

Online Privacy Policy

This Privacy Policy governs the manner in which AccessOne® collects, uses, maintains and discloses information collected from users (each, a "User") of the www.myaccessone.com website ("Site"). This privacy policy applies to the Site and all products and services offered by AccessOne.

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, apply for our services, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site. We will collect personal identification information from Users only if they voluntarily submit this information to us. Such information may include name, email address, mailing address, phone number. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities. In addition, Users may visit our Site anonymously

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, (operating system, internet service providers, utilized and other connection-related information).

Web browser cookies

Our Site may use "cookies" to enhance the User experience. A User's web browser places cookies on the User's hard drive for record-keeping purposes and in some instances to track information about the User. The User may choose to set the web browser to refuse cookies, or to alert the User when cookies are being sent. If this setting is employed, it should be noted that some parts of the Site may not function or be displayed properly.

How we use collected information

AccessOne® may collect and use Users personal information for the following purposes:

- To improve customer service: Information you provide helps us respond to your customer service request and support those needs more efficiently.
- To enhance user experience: We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To make AccessOne® a better resource for you: We may use feedback you provide to improve our products and services.
- To provide useful information: We will send Users information about topics we think will be of interest to them.
- To send periodic emails: We may use the email address to respond to inquiries, questions, payments, and/or other requests. If User decides to opt-in, the User will receive emails that may include company news, updates, related product or service information, etc. If at any time the User would like to unsubscribe from receiving future emails, we include unsubscribe instructions at the bottom of each email or the User may contact us via our Site.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Our Site is in compliance with industry-accepted vulnerability standards in order to create as secure of an environment as possible for Users.

Sharing your personal information

We do not sell, trade, or exchange User's personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our business partners and trusted affiliates for business-related purposes consistent with this policy. We may use third-party service providers to help us operate our business, maintain this Site, or administer other related activities on our behalf, such as sending out newsletters or surveys.

Changes to this privacy policy

AccessOne® has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes in order to ensure Users stay informed about how we are protecting the personal information we collect. Each User acknowledges and agrees that it is the User's responsibility to review this privacy policy periodically and be aware of modifications.

Your acceptance of these terms

By using this Site, you confirm your acceptance of this policy. If you do not agree to this policy, please do not use our Site. Your continued use of the Site following the posting of changes to this policy will be deemed your acceptance of those changes.

Contacting Us

We welcome feedback concerning our privacy policy. If you have any questions about this Privacy Policy, the practices of this Site, or your experiences with this Site, please contact us at:

AccessOne
PO Box 410806 Charlotte, NC 28241-0806

(888) 458-6272
www.myaccessone.com

Privacy Notice

AccessOne is committed to protecting your personal privacy. This Privacy Policy outlines the type of information that is collected by AccessOne, and how we use and protect such information.

Information We Collect: We collect "nonpublic personal information" about you from the Information we receive from you on applications or other forms; Information about your transactions with us, our affiliates, or others; and Information we receive from a consumer reporting agency.

Our Policy of Non-Disclosure of Nonpublic Personal Information: We do not disclose any nonpublic personal information about our customers or former customers to anyone, except as permitted by law.

Confidentiality and Security of Your Nonpublic Personal Information: We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

This document last updated on October 21, 2019