



Gateways Community Services Privacy Policy

Area Agency of Greater Nashua, Inc. d/b/a Gateways Community Services takes your privacy very seriously. We share a commitment to protect your privacy and the confidentiality of your personal information.

This Notice is provided to help you better understand how we at Gateways Community Services obtain, use, share, and protect your non-public personal information. As a provider of services to you as a patron, we often collect personal and sometimes sensitive information. Protecting the confidentiality of that information has been and will continue to be, a top priority at Gateways Community Services. We believe that you should know about the information we collect, the measures we take to safeguard it, and the situations in which we might share information.

Please review the Gateways Community Services *HIPAA Compliance Statement* for more information regarding Gateways Community Services' policies and procedures for disclosing and using protected health information which may be collected and maintained by Gateways Community Services.

Information We Collect

The information we collect and the extent to which we use it will vary depending on the service involved. We collect only the information necessary to consistently deliver responsive services to you as the patron. Information we collect may include, but is not necessarily limited to, the following: your name, address, phone number, email address, and other information provided on applications and related forms. We also maintain information about your relationships with us, such as account balances.

How We Collect Information

The information above may be obtained from you using various methods which may include information in writing or e-mail, during telephone or internet transactions, or from data gathering

software when you are completing information on the Gateways Community Services Gateways web site. Non-public personal information may also be collected through your transactions with our contracted representatives, affiliates, and others.

How We Protect Your Information

We have implemented and maintain physical, electronic, and procedural safeguards to protect your non-public personal information. We use and share your non-public personal information to the extent minimally necessary and only with those employees who use your information as a means to service your account. They are required to respect the confidentiality of all client information. We also require each unaffiliated third party with whom we contract to assist in servicing your account to agree to abide by safeguards and privacy standards that are the same or substantially similar to those followed by Gateways Community Services.

The privacy and security of your non-public personal financial information will be maintained beyond the termination of your relationship with Gateways Community Services.

How, and With Whom, We Share Information

First and foremost, we do not sell lists of our clients, nor do we disclose client information to marketing companies.

Where reasonably necessary, we may share any of your non-public personal financial information we obtain with affiliated and unaffiliated third parties as otherwise permitted or required by law. For example, we may share your information to protect against or prevent fraud, or in response to a subpoena, court order, judicial process, or regulatory authorities.

We may also share information about you with our service providers, affiliates, and representatives to help us service your accounts. Our service providers, affiliates, and representatives may include Gateways Community Services contracted Providers, and Wholesale and Association accounts. The information provided to these service providers, affiliates, and representatives may include the categories of information described above under "Information We Collect," and is limited to the information that we deem appropriate for these third parties to carry out their functions.