

**Privacy Policy for Greater Lewisville Association of REALTORS, Inc.**  
Adopted Dec. 16, 2005

**1. What is personal information?**

Personal information is:

- (1) An individual's first name or initial, or maiden name, and last name in combination with any of the following:
  - (a) birth date;
  - (b) social security number
  - (c) government issued identification number;
  - (d) mother's maiden name;
  - (e) telecommunication access devices including debit or credit card information; or
  - (f) financial institution account or information.

**2. How is personal information collected?**

The Association obtains personal information in the following ways:

- a) Application for Membership;
- b) Application for Non-Member MLS Access;
- c) Application/Payment for Supra Keycard and Lockboxes
- d) Payment for fees, services, products
- e) Application for Employment and IRS required documents.

When completing the forms required above, the member, applicant for membership, MLS only user or employee, may send the information to the Association by mail, fax, personal delivery, or by e-mail. Members, applicants for membership, MLS only users and Employees may occasionally provide personal information to the Association by other means such as telephone calls, fax messages, or e-mail messages in order expedite a transaction in which the member, applicant for membership, MLS only user or employee is involved.

**3. How and when is the personal information used?**

- a) Application for Membership;
- b) Application for Non-Member MLS Access;
- c) Application for Employment and IRS required documents;
- d) Payment for Supra Keycard and Lockboxes;
- e) Payment for fees, services, products

**4. How is the personal information protected?**

Written files in the Association are protected under lock and key.

Electronic records are protected under an access name and password assigned to employees of the Association.

The Association does not electronically store any credit or debit card account numbers. The Association does not electronically store any financial institution account information.

The Association and its employees exercise reasonable discretion when discussing any personal information with others and releases personal information to others only as described by this policy.

## **5. Who has access to the personal information?**

The following persons have access to personal information in the Association's files:

- (1) The Association Executive,
- (2) Membership Coordinator,
- (3) Technology Coordinator,
- (4) Association Support/Accounting Staff,
- (5) Government Affairs/Education Coordinator.

The Association may, at the members or MLS Only User request, provide personal information to another REALTOR Association if it is necessary to expedite service.

If the Association is required by law to allow others to access the personal information in the Association's files, the Association will comply with the law (for example, compliance with court orders, subpoenas, or governmental investigations). The Association will also allow law enforcement agencies access to personal information in order to cooperate with such investigations.

## **6. How is the personal information disposed?**

This company uses reasonable measures to dispose of personal information. Personal information is usually disposed of by shredding documents, erasing electronic files by means that make the files unreadable or undecipherable, or by eradicating personal information from documents or electronic files in ways that make the personal information unreadable.

The Association employs a document and record destruction company, as needed, to shred credit card, debit card and financial institution account information as attached to invoices and statements paid by such means.

## **7. Erroneous Records:**

The Association does not report information to a consumer reporting agency.

If the Association maintains an erroneous record that a consumer has issued a dishonored check, the Association will promptly delete the record after the Association and consumer agree that the information is in error or after the consumer provides the company with a law enforcement agency report stating that the dishonored check was not authorized.

**Notice: The Association asks any person who provides personal information to this Association or its employees to identify the information at that time as "personal information."**