



Castle Branch Privacy Policy

As a consumer reporting agency governed by the Fair Credit Reporting Act (FCRA) among other applicable state and federal laws, Castle Branch is committed to protecting your privacy. We recognize the importance of website security to ensure your personal data remains confidential.

This Privacy Policy covers Castle Branch's web site and internal practices for handling personal information provided to Castle Branch for employment screening purposes. Castle Branch will collect, store and use personally identifiable information only in compliance with applicable state and federal laws.

Information Collection

When you browse Castle Branch's publicly accessible web site, you do so anonymously. Castle Branch collects personally identifiable information from you only if you choose to provide this information. In some instances, Castle Branch may collect non-personal (e.g., aggregate or demographic) data through cookies. This information is used to better understand and improve the usability, performance and effectiveness of the CastleBranch.com web site, as is further described under "Cookies and Tracking Technology".

Access to certain Castle Branch web pages and online services by Castle Branch's clients and their employees and job applicants is not available to the general public and requires a login code and password provided by Castle Branch. The use of those web pages, and the information downloadable to and from those pages, are governed by a written agreement between Castle Branch and its clients. On these web pages, Castle Branch collects only information that the user voluntarily shares with Castle Branch. Any personal data provided will only be used for purposes of conducting a background check.

Information Sharing and Disclosure

Castle Branch does not sell or rent personal information to any non-affiliated third parties. It is understood that Castle Branch may disclose personal information as necessary or appropriate in connection with conducting a request for a background check. Such third parties include court researchers and other service vendors. Castle Branch transfers only required personal information needed to deliver to Castle Branch (for the benefit of Castle Branch's client) the requested product or service. Castle Branch prohibits these third parties from using that information for any other purpose. Castle Branch requires that these parties maintain commercially reasonable measures to protect the confidentiality of personal data.

Castle Branch also may in good faith disclose personal information and any other additional information available to Castle Branch for any of the following purposes: (i) investigate, prevent or take action regarding actual or suspected illegal activities or fraud, situations involving potential threats to the physical safety of any person, or violations of Castle Branch's terms of use; (ii) respond to or defend against subpoenas, court orders, or other legal process; (iii) establish or exercise Castle Branch's legal rights; or (iv) otherwise comply with applicable law.

Castle Branch may acquire other businesses, and other businesses may acquire Castle Branch. If that occurs, the information Castle Branch collects may be one of the assets examined or transferred as part of the transaction. Castle Branch will not permit another business to examine the information Castle Branch has collected without a confidentiality agreement and only to the extent permitted by law. Castle Branch will not transfer the information it has collected unless the recipient agrees to provide privacy protections equal to or exceeding those established by this Privacy Policy.

When Castle Branch conducts a background screening investigation, Castle Branch may disclose to an employer, or prospective employer, any and all results obtained from such investigations. It is up to the employer, or prospective employer to obtain a signed notification and release form prior to any background check requests.

Castle Branch stores electronic data within our secure system indefinitely. All stored hard copy documents are secured in a locking cabinet at the close of business each day. All hard copy documents that are no longer required are deposited into a locked Shred-It box for proper disposal.

Cookies and Tracking Technology

Castle Branch's web site may use the standard technology called a "cookie" to collect information about how you use the web site.

A cookie is a small data file that is transferred to your hard drive and used for record-keeping purposes. A cookie file can contain information such as the URL, your computer's IP address (i.e., the Internet address of your computer) and domain type (e.g., .com or .org etc.), your browser type, the country, state and telephone area code where your server is located, the pages of our site that were viewed during a visit, and any search terms that you entered on our site. This information is used for internal purposes only, and we do not link your URL or IP address to any personal information unless you have logged into our web site with a Castle Branch account login and password.

Web Site Security

Castle Branch is committed to protecting the personal information that Castle Branch receives about consumers. While we cannot guarantee the security of that information, we utilize a combination of online and off line security technologies, procedures and organizational measures to help safeguard consumer information against loss, misuse, and unauthorized access, disclosure, alteration and destruction.

We employ Secure Socket Layer (SSL) data encryption when data is transmitted over the Internet to our web site. Castle Branch systems are also compliant with the Payment Card Industry Data Security Standard (PCI DSS). We have installed layered firewalls and other security technologies to help prevent unauthorized access to our systems. Strong password protection protocols are used on our computers and employees are kept upto- date on our security and privacy policies. The servers used to store consumer information are maintained in a secure environment with appropriate security measures. We also limit access to personally identifiable information to those employees who need access in order to carry out their job responsibilities.

What You Can Do To Protect Your Information

If you are using a Castle Branch or other affiliated web site for which you registered and chose a password, we recommend that you do not divulge your password to anyone. We will never ask you for your password in an unsolicited phone call or in an unsolicited e-mail. Also remember to sign out of the registered site and close your browser window when you have finished your work. This is to ensure that others cannot access your personal information and correspondence if others have access to your computer.

POLICY CHANGES

We may revise this online privacy policy from time to time. If we make any material changes, we will notify you by posting a prominent announcement on the Web site. If we are going to use your personally identifiable information in a manner different from that stated at the time of collection, we will notify you via e-mail. You will have a choice as to whether or not we use your information in this different manner.