



# Privacy Statement

EpicPay is committed to protecting the privacy of our merchants. We have designed the Privacy Statement ("Privacy Policy") to inform you about what information we collect and how we use your personal information in order to provide payments processing and other products/services to you.

The Privacy Policy is available in the Support/Legal section of the EpicPay website. From time to time, EpicPay may, without notice, modify or eliminate all or a portion of this Privacy Policy.

## **Merchant Consent**

Your application for payments processing through EpicPay, and/or your continued use of EpicPay services serves as your consent to EpicPay's collection, use and disclosure of your personal information as described in the Privacy Statement. If you withdraw your consent to our collection, use and disclosure of your personal information, we may not be able to provide payments processing with EpicPay.

## **Information Provided by You**

When EpicPay collects information directly from you, we obtain this personal information in order to provide you with our products and/or services, to provide customer service and to fulfill legal and regulatory requirements.

The information we collect may include your name, mailing address, e-mail address, telephone number, date of birth, etc. EpicPay receives credit and financially-related personal information from consumer reporting agencies; such as credit bureaus reports and other personal information from other third parties. When we obtain information about our merchants from third parties, we use sources that we believe are reputable, including public repositories.

## **We are committed to protecting the confidentiality of your personal information.**

EpicPay's policies limit access to the personal information we collect to those EpicPay employees and EpicPay business relationships that need the information to fulfill their business responsibilities. We require our employees to adhere to EpicPay's Privacy Policy. Employees who violate the EpicPay Privacy Policy are subject to disciplinary action.

When EpicPay collects personal information about you, we handle this information in accordance with the terms and conditions in our applicable Merchant Agreement. When EpicPay engages vendors and other outside contractors, they are subject to our contractual requirements. For purposes of credit reporting, verification and risk management, we may share information about you with third parties. We also will disclose information in response to a request issued by a court, government agency or regulatory authority.

We will inform you about the general uses of the information we collect about you. When we have a direct customer relationship with you, we will strive to make information available to you about the general uses of the information we collect. This information is made available at the point of sale, through privacy notices on our Websites, in other formats that are publicly available or through other means specified by applicable state and federal laws. In addition, when EpicPay obtains personal information about consumers indirectly through our merchants, we require our merchants to provide these consumers with their own timely and complete privacy notice.



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## **We strive to give you choices about how your information will be used.**

When we obtain personal information as part of our direct relationship with you, we will not share this information with nonaffiliated third parties, except in the following circumstances:

- In accordance with the EpicPay Privacy Policy
- To facilitate and complete merchant-initiated or authorized transactions
- To comply with federal, state and local laws, including credit reporting laws and card association rules
- To combat fraud
- To offer products and services that EpicPay believes may be of interest to you.

Since your needs may change, and EpicPay continuously develops new products and services, we may contact you to determine if we can provide you with additional services. Most of our customers appreciate hearing about our new products and services and prefer that we continue to contact them. If you would prefer not to be contacted, we will make information available to you about how you may request to have your name removed from any EpicPay-owned marketing lists. You may also opt out of information sharing by providing EpicPay with your e-mail address by calling us at 866-377-3287.

## **We maintain procedures to assure the quality of information we collect and, in some instances, we inform you how you can access your information and make corrections, if necessary.**

EpicPay employs appropriate measures to assure the quality of information that we collect directly from you. In some instances, where EpicPay collects information directly from you, EpicPay informs you how to correct any erroneous or out-of-date information stored in our database. These requirements and procedures may vary by each EpicPay business activity. As you visit our various Web pages, please be sure to review the privacy policies applicable to those sites. We abide by applicable laws related to such information.

## **We use appropriate security safeguards.**

At EpicPay, security is important. EpicPay employs appropriate measures, including advanced technology, to protect personal information collected against unauthorized access, disclosure, alteration or destruction. These measures may include, among others, encryption, physical access security and other appropriate technologies. EpicPay continually reviews and enhances its security systems, as necessary.

## **EpicPay's websites may be linked to other websites.**

EpicPay may create links to third-party websites. EpicPay is not responsible for the content or privacy practices employed by third-party websites that are linked to our website. Neither does EpicPay control or warrant the products or services offered at third-party websites.

## **Use of Cookies**

To ensure we are publishing content customers need and want, EpicPay collects aggregated site-visitation statistics using cookies. When someone visits the site, a cookie is placed on the customer's machine (if the customer accepts cookies) or is read if the customer has visited the site previously. If you choose to not have your browser accept cookies from EpicPay's website, you will need to re-enter your personal information each time that you attempt to access premium information.



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## **We strive to maintain our privacy standards.**

Your privacy is important to us. EpicPay strives to meet our privacy program standards. In doing so, we do the following:

- Employee privacy training and employee compliance related to the Privacy Policy
- Periodic assessments of EpicPay's compliance with this Privacy Policy
- Periodic management review to ensure that EpicPay actively participates in appropriate privacy activities, including self-regulatory initiatives

## **How the EpicPay Privacy Policy applies to you.**

The examples contained in this Privacy Policy are illustrations only, and they are not intended to be all-inclusive. If you decide to close your merchant account or become an inactive customer, or if we close or suspend your account, our Privacy Policy, will continue to apply. We may amend this Privacy Policy at any time, and we will inform you of changes as required by law. You may have other privacy protections under state laws, and we will comply with applicable state laws when we disclose information about you.

If you supply us with personal data and request information from us, we will contact you to provide you with the information you requested. We may also contact you to follow up on your job opportunity inquiries, or we may send you other information about EpicPay and its products or services that we believe you would find interesting or helpful.

If you have any questions or comments about the EpicPay Privacy Policy, please contact:

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This EpicPay Privacy Policy is currently applicable only to EpicPay's United States customers and visitors to our website. Cross-border transactions may have their own rules and practices.