

## **AFLAC CUSTOMER PRIVACY POLICY**

Protecting your privacy is very important to Aflac.<sup>1</sup> We try to follow each of these practices in everything we do.

- \* **We do not use or give out your nonpublic personal information (NPI) for reasons not related to our products and services.** Your NPI is very important to us. We provide your NPI only to our employees, agents, and certain third parties. This helps us develop and provide our products and services.
- \* **We work to keep your information correct and safe.** We design our business systems to properly gather, store, and process your NPI. We also work to make your NPI safe through the use of technology and business practices.
- \* **We expect our agents and employees to respect your NPI.** Aflac policies help make sure that our employees and agents protect your NPI. Our employees and agents who break these policies and practices are dealt with appropriately.

### **PRIVACY NOTICE**

Aflac provides this notice to tell you about the current privacy practices of Aflac with respect to your NPI. **You do not need to respond to this notice, unless you do not want your NPI to be used by our affiliates to market products and services to you. See below for more information.**

#### **Collecting Information**

Aflac needs to collect NPI about you for its everyday business procedures. We use your NPI to determine if you are eligible for our products and services, and to perform our insurance functions. We may collect NPI about you that includes:

- \* Information provided by you (including names, addresses, and financial information)
- \* Information about your business with Aflac or our agents (including claims and payment information)
- \* Information from or about your transactions with third parties (including accident reports, claims, health and insurance application histories, health history, and salary information).

You have the right to access and correct the NPI we have about you. An exception is NPI related to a claim or legal case. To exercise your right, please write to us at: Aflac Worldwide Headquarters, ATTN: Policy Service, 1932 Wynnton Road, Columbus, Georgia 31999.

#### **Sharing Information**

Aflac may share the NPI we collect among Aflac and its affiliates for everyday business services or functions. We may also share NPI about your dealings with us (such as your coverage, premiums, and payment history) with our agents. Aflac may share your NPI with its affiliates so they can market their products and services to you. You can stop the use of your NPI for this purpose by following the instructions in "*Opting Out of Information Sharing*."

Aflac does not share NPI with nonaffiliated third parties except as permitted or required by applicable law.

Aflac agents will share your NPI only while acting on Aflac's behalf and, also, will share your NPI only to the extent Aflac itself is permitted to do so.

Neither Aflac nor its agents will give out the NPI of previous customers unless the disclosure is authorized by or at the request of the previous customer, or is otherwise permitted or required by law.

#### **Opting Out of Information Sharing**

As described above, Aflac shares your NPI when allowed by law. You cannot limit Aflac's ability to share your NPI for these purposes.

##### *Affiliate Marketing Opt-Out*

If you do not want to receive marketing materials from Aflac's affiliates about their products or services, you can opt out of affiliate marketing. To opt out either (1) call 800-992-3522; or (2) visit [www.aflac.com](http://www.aflac.com) and download, complete, and mail, or email, the Important Privacy Choices for Consumers form to the address listed on the form.

<sup>1</sup>American Family Life Assurance Company of Columbus, American Family Life Assurance Company of New York, and Continental American Insurance Company (collectively "Aflac," "we," or "us").

If you opt out but change your mind later, let us know and we will change your choice. Your opt-out does not prevent us from sending you information about products or services offered by Aflac or its affiliates. An Aflac affiliate may also use NPI received from Aflac to market affiliate products and services to you if (a) you already have a relationship with the affiliate, or (b) you contact the affiliate and request information about the affiliate's products or services.

### **Confidentiality and Security**

Aflac works to ensure the security and confidentiality of NPI. This includes having security practices in place to protect against anticipated threats and unauthorized access to or use of NPI.

Aflac limits access to NPI to only those employees who need it to do their jobs. Our employees who misuse NPI are dealt with appropriately.

### **NOTICE OF PRIVACY PRACTICES – PROTECTED HEALTH INFORMATION**

As a result of the Health Insurance Portability and Accountability Act of 1996, Aflac also issues a Notice of Privacy Practices – Protected Health Information. If you would like a copy, you may obtain one from our website, [www.aflac.com](http://www.aflac.com), or by sending a written request to: Aflac Worldwide Headquarters, ATTN: Privacy Office, 1932 Wynnton Road, Columbus, Georgia 31999.