

At CSS, we respect your privacy.

Century Support Services LLC

On-line Information Privacy Policy Notice

Last Updated: September 25, 2018

Commitment & Protection of Non-Public Personal Financial Information

Century Support Services LLC (CSS) respects the right to privacy of all our applicants, current and former customers, and is committed to providing the highest level of security concerning the collection, use, and sharing of your personal information through www.centuryss.com (the "Website"). CSS is providing this notice to inform you of how CSS will ensure our ongoing responsibility and secure that trust by continuing to safeguard the confidentiality of your personal non-public information.

Collection, Use and Retention of Non-Public Personal Financial Information

CSS collects your personal non-public information directly from you via our applications and forms, when you contact us via email or by telephone, from our third party marketing companies, creditor account information, and other financial and reporting agencies. We may collect certain additional information about your internet usage if you visit our Website. The types of information we collect includes, but is not limited to, the following: your name, address, and telephone number; information about your creditors, account balances, transaction history, payment history, and other information contained in your credit card statements; and other debt information obtained from collection agencies and consumer reports.

CSS has designed its processes concerning the collection of your personal information around protecting access to it. CSS limits our use and retention of acquired non-public personal financial information to what we believe is necessary to administer our business and to assist us in providing you with our highest quality of service and products that you need and that may be of benefit or interest to you. In addition, we may use your personal information to tailor, refine, and improve our products and services.

Security Procedures to Protect Non-Public Personal Financial Information

CSS maintains physical, electronic and procedural safeguards for your non-public personal information against unauthorized access or use. CSS restricts access of your non-public personal information only to employees who have a legitimate business need to access it including those who service your account or provide other services to you. CSS employees are educated about the importance of maintaining the security of your personal information, and are subject to a corporate code of ethics and policies that require it to be secure. You can aid us in maintaining the security of your personal information by not sharing it with anyone, and by limiting the transmission of personal information over such insecure methods as the internet or email. No such method of transmission can ever be 100% secure.

Sharing Information within CSS Companies

CSS may disclose information that properly identifies you, such as your name, address, social security number, email address and other personal financial account information that we acquired about you. Specifically, CSS may share your non-public personal information with its owned and affiliated companies ("Affiliates"), marketing service providers, creditors, and those third party companies with whom CSS has established a business relationship that will enable us to carry out contracted services for you and/or offer additional beneficial services or products to you to the extent permitted by law. CSS holds its Affiliates to the same stringent policies and high standards concerning the security of your personal information as CSS itself.

Sharing Information with Third Parties

In addition to our Affiliates and the businesses and marketing service providers that are described above, CSS reserves the right to disclose non-public personal information about you at its sole discretion, as permitted or required by law, in order to help us carry out our obligations to you, provide products and services that you might otherwise not be informed about, and to any third party with whom you specifically authorize us to share the information. We maintain strict procedures and protocols that dictate the circumstances around which we will provide information to your creditors when they call us, including requiring that the creditor confirm your name and the last four digits of your social security number. Under no circumstances, however, will we disclose your telephone number to one of your creditors.

Links to Other Sites

This Website may contain links to other sites such as our affiliates as well as third parties which are not owned or controlled by us. Please be aware that this Privacy Policy only addresses CSS's use and disclosure of your information collected on this site.

While we try to link only to sites that share our standards and respect for privacy, we are not responsible for the privacy practices of such other sites. We encourage you to be aware when you leave our site and to read the applicable privacy policies and terms of conditions of each and every Website that collects personally identifiable information.

This Privacy Policy applies only to information collected by this Website.

Cookies

CSS uses cookies and other technologies on this site to enhance your online experience and to learn about how you use our services in order to improve the quality of the services we offer.

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We do not link the information we store in cookies to any personally identifiable information you submit while on our site.

We use session ID cookies. We use session cookies to make it easier for you to navigate our site. A session ID cookie expires within twenty four hours of when you close your browser. A new cookie will be assigned to you when you next log in to the web site.

If you reject cookies, you may still use our site, but your ability to use some areas of our site, such as contests or surveys and our client portal, will be limited.

California Do Not Track Disclosures

How do we respond to Web browser "do not track" signals or other mechanisms that provide consumers the ability to exercise choice regarding the collection of personally identifiable information about an individual consumer's online activities over time and across third-party websites or online services?

We currently do not respond to DNT signals in browsers because we do not track individual users across the web.

May other parties collect personally identifiable information about an individual consumer's online activities over time and across different websites when they visit www.centuryss.com?

No.

Notice to California Residents

In response to a California law, we will automatically treat individuals with California addresses or telephone numbers (when disclosed to us) as if you requested us to not share your information with nonaffiliated third parties except as permitted by the applicable California law. We will also limit the sharing of information about you with our affiliates to comply with California privacy laws that apply to us.

Notice to Vermont Residents

In response to Vermont regulations, we automatically treat accounts with Vermont billing addresses as if you requested that we do not share your information with nonaffiliated third parties and that we limit the information we share with our affiliates. If we disclose information about you to nonaffiliated third parties with whom we have joint marketing agreements, we will only disclose your name, address, other contact information, and information about our transaction and experiences with you.

Notice to Nevada Residents

We are providing you this notice pursuant to state law. You may be placed on our internal Do Not Call List by requesting that we cease calling you by contacting us directly and making such request in writing info@centuryss.com. Nevada law requires that we also provide you with the following contact information: Bureau of Consumer Protection, Office of the Nevada Attorney General, 555 E. Washington St., Suite 3900, Las Vegas, NV 89101; Phone number: 702-486-3132; e-mail: BCPINFO@ag.state.nv.us.

Notice to Users Outside of the United States

This Online Privacy Policy is intended to cover collection of information on our Website from residents of the United States. If you are visiting our Website from outside the United States, please be aware that your information may be transferred to, stored and processed in the United States where our servers are located and our central database is operated. The data protection and laws of the United States and other countries might not be as comprehensive as those in your country. By using our services, you understand that your information may be transferred to our facilities and those third-parties with whom we share it as described in this Notice.

Children

CSS is committed to protecting the privacy of children. Neither our services nor any of our communications are intended for or directed to minors. If you believe we have been provided with any minor's personal information, please contact us immediately at:

Century Support Services, LLC
2000 Commerce Loop, Suite 2111
North Huntingdon, PA 15642
1-888-913-8784

Opt-Out Option

Federal Law provides that you have a right to prevent CSS from sharing your information with our Affiliates, with third party companies or marketing service providers. If you do not want CSS to share your information with its Affiliates, third party companies, or marketing service providers, please complete the opt-out form at the end of this Privacy Notice and return it to CSS by regular mail at the address indicated on the opt-out form within 30 days of receiving this Privacy Notice. Once we have received your opt-out form, CSS will cease sharing information with Affiliated or with third parties within a reasonable processing time.

Business Transitions

In the event that CSS goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. You will be notified via e-mail and/or a prominent notice on our Website for 30 days of any such change in ownership or control of your personal information.

Changes to this Privacy Policy

We reserve the right to modify this Privacy Policy at any time. The provisions contained in this Privacy Policy supersede all previous notices or policies regarding our privacy practices with respect to this site. Any and all changes will be made here, to this Privacy Policy.

We encourage you to check our site frequently to see the current Privacy Policy to be informed of how we are committed to protecting your information and providing you with improved content on our Website in order to enhance your online experience.

Contact Us

If you have any questions, comments, complaints or suggestions regarding our Privacy Policy or our Website, please contact us at:

Century Support Services, LLC
2000 Commerce Loop, Suite 2111
North Huntingdon, PA 15642
1-888-913-8784

PLEASE PRINT AND RETAIN A COPY OF THIS AGREEMENT FOR YOUR RECORDS.