

Privacy Policy

How we collect, use and
protect your information
and your clients' data

Updated 10-6-26

AGENCYCOMP PRIVACY POLICY

Updated October 6, 2026

Agency Comp, LLC, a Texas limited liability company (“**Agency Comp, LLC**”, “**we**” or “**us**”), respects your privacy. This Privacy Policy describes the types of information we collect through our AgencyComp software platform (the “Service”) and when you visit www.agencycomp.com (the “Site”), and our practices for collecting, using, maintaining, and disclosing that information. We also address certain choices and rights you have regarding your information.

Information We Collect About You and How We Collect It

We collect several types of information from and about visitors to our website and users of the Service. We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate the website. Information collected automatically may include usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.

Information You Provide to Us

We collect personally identifiable information, such as your name, phone number, and email address (collectively, “personal information”) directly from you when you provide it to us via our Site. For example, we collect information that you provide by filling in forms on our website. We also receive your information when you choose to make a payment through our Site. However, we use a payment process service that means we do not have ongoing access to and do not store your payment information.

Information We Collect Through Automatic Data Collection Technologies

As is true of most websites, we use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns as you navigate through and interact with our website, including:

- Details of your visits to our website, including traffic data, location data, logs, and other communication data and the resources you access and use on the website.
- Details about your use of Services, such as most used features.
- Information about your device and internet connection, including your IP address, operating systems, and browser type.
- If you participate in an Affiliation Program, your association with a participating agency.

The information we collect automatically is statistical data and does not include personally identifiable information, but we may maintain it or associate it with personal information we collect in other ways or receive from third parties. The technologies we use for this automatic data collection may include:

- **Cookies.** A cookie is a small piece of data that your browser stores on your device's hard drive and is used to collect information, such as identifying those areas of the website that you have visited in the past in order to enhance your next visit to the website.
- **Web Beacons.** The website and our newsletters or promotional emails may also contain electronic images known as web beacons (sometimes referred to as "clear gifs" or "pixels"). Web beacons collect information such as a cookie ID, time and date of a view, and a description of the page on which the web beacon resides. We may also carry web beacons placed by third-party advertisers.

[Client Data](#)

We receive data and information from Service subscribers (which includes information concerning the subscribers' individual clients and the clients' insurance policies) to enable the Service to serve its intended purpose of assisting in reporting, tracking, analyzing, and projecting premium, commission, and revenue (collectively, "Client Data"). Client Data may include client contact full name, company name of the client if applicable, producer full name, type of compensation plan (flat, graded, fee, target premium, etc. and details of how each plan pays), details if commissions are annualized, insurance carrier, effective date of the policy, insurance product and type, policy number, policy status, premium amount, and mode of payment. Client Data may also include Medicare beneficiary identifiers (Medicare numbers) and other information contained in the commission statements subscribers upload or send to us. Because Client Data can identify individuals and relate to their health insurance coverage and premiums, some Client Data is protected health information (PHI) under HIPAA, which we handle as a Business Associate as described in the HIPAA Compliance section below. Client Data does not include medical records, diagnoses, or treatment information.

[Third-Party Use of Cookies and Other Tracking Technologies](#)

Some content or applications, including advertisements, on the website may be served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content. We do not control these third parties' tracking technologies or how they may be used. For information about how you can opt out of

receiving targeted advertising from many providers, see *Choices About How We Use and Disclose Your Information* below.

[How We Use Information](#)

We use personal information to:

- Provide you with information, products, or services that you request from us.
- Provide you with notices, which may relate to your account/subscription, including expiration and renewal notices, our Site, the Service, or other products or services we provide.
- Send you information about our products and services that we think may interest you.
- Improve, manage, and protect our products and services, including the Service.
- Understand, research, and analyze how you and our other visitors use our Site and Services, perform analytics, analyze and report on usage and performance of the Site, Services, and our informational or marketing materials, and determine what features and services may interest you and other customers.
- Advertise and market, including delivering or facilitating targeted and cross-context behavioral advertising, offering surveys, contests, giveaways, and other promotions, providing promotional and other relevant service or product-related information, and promoting us and our products and services.
- Create aggregate or de-identified data.
- Engage in legal and safety purposes generally, such as maintaining the safety, security, and integrity of our Site, products, services, technology assets, services, and our organization, auditing transactions and interactions, preserving or enforcing our legal rights and property, protecting our users, our employees, and others, and complying with industry standards.
- Protect against malicious, deceptive, fraudulent, or illegal activity, and participating in any prosecution or enforcement of laws or agreements meant to prevent or punish such activity.
- Fulfill any other purpose for which you provide your information, and for any other purpose disclosed by us when we were provided the information.
- Carry out our obligations and enforce our rights arising from any policies, terms, contracts, or other legal rights, including for billing and collection.
- Evaluate or participate in an actual or potential merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all our assets, including as part of bankruptcy, liquidation, or similar proceedings.
- Comply with law and other legal obligations.

- The Affiliation Program landing page places a cookie on your device so the correct discount and logo can be determined for your subscription.

In addition, we use the information we collect through automatic data collection technologies to help us improve our Site and Services, such as to deliver a better and more personalized user experience, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Site according to your individual interests.
- Recognize you when you return to our Site.
- Track the effectiveness of our advertising.

We also may use these technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking). For information about managing tracking technologies, please refer to *Choices About How We Use and Disclose Your Information*.

We use Client Data only to provide, maintain, secure, and support the Service for the subscriber who provided it, to comply with law, and as permitted by our Business Associate Agreement with that subscriber. We do not sell Client Data, and we do not use Client Data for advertising or marketing.

[Your Choices](#)

Whether you submit personal information to us is entirely up to you; however, if you decide not to submit personal information we request, you may limit or prevent us from providing information or Services to you. We offer you choices regarding our use of your personal information:

[1. Direct Promotional Offers from Us](#)

If you do not wish to have your personal information used by us to promote our own services, you can opt out by sending us an email stating your request to support@agencycomp.com. If we have sent you a promotional email, you may be able to unsubscribe from future promotional communications by using the link at the bottom of the email or as otherwise directed therein.

[2. Targeted and Interest-based Advertising Opt-Out](#)

The online advertising industry also provides websites from which you may opt out of receiving targeted ads from our data and advertising partners. You can access these opt-out options, and also learn more about targeted advertising and consumer choice and privacy, at <http://www.aboutads.info> and at <http://www.networkadvertising.org/choices/>. For this opt-out to function, you must have your browser set to accept browser cookies. You should consult your device settings and instructions provided by your device manufacturers to opt out of receiving ads from interest-based advertising on your smart device.

3. Tracking Technologies

Note that your browser settings may allow you to automatically transmit a “Do Not Track” signal to websites and online services you visit. Our Site does not respond to “Do Not Track” browser signals. To find out more about “Do Not Track,” you may wish to visit www.allaboutdnt.com. You can set your browser to refuse all or some browser cookies or to alert you when cookies are being sent. To learn how you can manage your Flash cookie settings, visit the Flash player settings page on Adobe's [website](#). Blocking all cookies in your browser may prevent sites from recognizing you—even those you wish would do so automatically. You must opt out in the manner you desire for each browser you use. If you use multiple computers (for example, home and office) or multiple browsers (for example, Chrome and Firefox), you must opt out of each browser on each computer. Should you delete your cookies within a browser, purchase a new computer, or download a new browser or version of a browser, you will need to opt out again to ensure your opt-out status is current.

Links to Other Websites

Our Site may contain links to other websites. This Privacy Policy does not apply to those websites, which are subject to their operators’ policies governing privacy and security. We are not responsible for the privacy practices or the content of such other websites.

Access and Correction

We may permit you to access or correct information we hold about you. Please contact us in the manner specified at the end of this Privacy Policy to make a request. We will ask you for enough information to identify you and verify your request.

Disclosure of Information

We may disclose information we collect or receive as described in this Privacy Policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business.
- To an actual or potential buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, or any other sale or transfer of some or all of Agency Comp, LLC’s assets, including but not limited to a bankruptcy, liquidation, or similar proceeding, in which personal information held by us is among the assets transferred.
- For any other purpose disclosed by us when we were provided the information or to fulfill the purpose for which the information was provided to us.
- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our policies, User Agreement and Terms of Service, and other agreements, including for billing and collection purposes.

- If we believe disclosure is necessary to protect the rights, property, or safety of Agency Comp, LLC, our users, or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection and credit risk reduction.
- To investigate or prevent unlawful activities or misuse of the Site or our Services.
- To protect against malicious, deceptive, fraudulent, or illegal activity, and participating in any prosecution or enforcement of laws or agreements meant to prevent or punish such activity.
- To operate, evaluate, debug, identify and repair errors, effectuate similar functional enhancements, and improve our Site or Services, or develop other products or services.

We disclose Client Data only to the subscriber who provided it, to service providers that help us operate the Service and are bound by written confidentiality and security obligations (including a business associate agreement where PHI is involved), as directed by that subscriber, or as required by law.

[Data Security](#)

We maintain reasonable safeguards, including administrative, technical, and physical security measures intended to protect against loss, misuse, or unauthorized access, disclosure, alteration, or destruction of the information collected through this Site and the Service, including Client Data. Client Data is encrypted in transit and at rest, and access to it is limited to authorized personnel who need it to perform their jobs. Although we follow generally accepted standards to protect the personal information submitted to us, no method of transmission over the internet or method of electronic storage is 100% secure. Therefore, we cannot guarantee security of information.

[Data Retention and Deletion](#)

When a subscriber cancels, Client Data and all other information stored in the subscriber's account are deleted from the Service and can no longer be retrieved. Subscribers may export their policy records and reports in a standard format, such as CSV, before cancelling. Within sixty (60) days after cancellation, we also delete any commission statements or other files the subscriber sent us by email or that we stored to help with onboarding or support, along with any copies in our backup systems. While a subscription is active, commission statements received by email are deleted from email within thirty (30) days after they are processed into the Service, and a subscriber may ask us to delete Client Data by emailing support@agencycomp.com, which we will do within thirty (30) days of the request. We may retain basic account, billing, and contract records, such as your name, contact information, and subscription and payment history, as needed to meet legal, tax, and accounting obligations, resolve disputes, and enforce our agreements. Payment card information is held by our third-party payment processor, not by us.

[Updates to Privacy Policy](#)

If we make material changes to how we treat our users' personal information or Client Data, we will revise and re-post this Privacy Policy. We will also notify subscribers by email at least thirty

(30) days before any material change to how we use or protect Client Data takes effect. The date this Privacy Policy was last revised is identified at the top of the page. You should periodically visit this Privacy Policy to check for any changes.

HIPAA Compliance

[Your Information. Your Rights. Our Responsibilities](#)

This section describes the privacy practices of AgencyComp as a Business Associate under the Health Insurance Portability and Accountability Act (HIPAA). AgencyComp is committed to safeguarding the privacy and security of protected health information (PHI) and complying with all applicable HIPAA regulations. Please review this section carefully and feel free to contact our Privacy Officer if you have any questions. Each subscriber enters into a Business Associate Agreement with AgencyComp, which subscribers accept as part of the User Agreement and Terms of Service.

[What is Protected Health Information \(PHI\)?](#)

PHI is information about an individual's past, present, or future physical or mental health or condition, the provision of health care to the individual, or payment for health care, that identifies the individual. This includes information about an individual's health plan enrollment, coverage, and premiums. PHI includes, but is not limited to, the following:

- Demographic information, such as name, address, and date of birth
- Medical records, such as diagnoses, treatment plans, and medications
- Billing and insurance information, such as Medicare numbers, health plan policy numbers, and premiums

[What are the Business Associate's Obligations Regarding PHI?](#)

Business Associates are required to use and disclose PHI only as permitted or required by law, as instructed by Covered Entity, or in accordance with the terms of the Business Associate Agreement. Business Associates must also take appropriate safeguards to protect PHI from unauthorized use or disclosure.

If AgencyComp discovers a breach of unsecured PHI, it will notify the affected subscriber as required by HIPAA and the Business Associate Agreement, so that the subscriber or the covered entity can notify affected individuals as required by law.

[How Does AgencyComp Share PHI With Its Service Providers?](#)

AgencyComp shares PHI with its own service providers only if they agree, in a business associate agreement, to the same restrictions and safeguards that apply to AgencyComp.

[How May Business Associates Use PHI?](#)

Business Associates may use PHI only for the purposes of carrying out their functions for Covered Entity. Business Associates may not use PHI for their own independent purposes, except as permitted or required by law.

[What Rights Do Individuals Have Regarding PHI?](#)

Under HIPAA, individuals have rights regarding their PHI, including the right to access and amend it, to receive an accounting of certain disclosures, and to request restrictions on its use and disclosure. Individuals exercise these rights through the covered entity, such as their health plan or insurance carrier, or through the insurance agent or agency that serves it. AgencyComp does not have a direct relationship with these individuals.

If AgencyComp receives a request from an individual, it will forward the request to the subscriber who provided the information and will assist the subscriber and the covered entity in responding, as required by HIPAA and the Business Associate Agreement.

[How May Individuals File a Complaint?](#)

Individuals who believe their privacy rights have been violated may file a complaint with the covered entity or with the U.S. Department of Health and Human Services Office for Civil Rights (OCR). Questions about how AgencyComp handles PHI may be directed to AgencyComp's HIPAA Compliance Officer.

[Changes to This Section](#)

AgencyComp may revise this section at any time and will post the revised version on its website.

[Contact Information](#)

If you have any questions about this section, please contact AgencyComp HIPAA Compliance Officer at:

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