

Privacy Policy

How we collect,
use and protect your info

Agency Comp, LLC, a Texas limited liability company (“**Agency Comp, LLC**”, “**we**” or “**us**”) respects your privacy, and we are committed to protecting it through our compliance with this Privacy Policy (this “**Privacy Policy**”). This Privacy Policy describes the types of information we collect through our services and when you visit www.agencycomp.com (our website), and our practices for collecting, using, maintaining, and disclosing that information. Section 1 covers the data we may collect from visitors to our website as well as from users who subscribe to our proprietary software platform known as “**Agency Comp**” (or any successor or replacement software), also referred to as the “**Service**.” Section 2 covers our policies regarding data we receive in conjunction with the Service. Section 3 covers our policies that apply to the data described both in Sections 1 and 2.

Section 1: Our Website

Agency Comp Can import your DATA and COMP PLANS for a small fee. We can also import new policies for existing and new customers throughout the year. Call us for details or visit our website for more information. If you wish to add your DATA manually, the following steps will help guide you through the process. You can also log in to your account to see help videos in the HELP section.

Information We Collect About You and How We Collect It

We collect several types of information from and about visitors of our website and users of the Service, including information:

- By which you may be personally identified, such as name, postal address, email address, telephone number, and any other identifier by which you may be contacted online or offline; and
- About your internet connection, the equipment you use to access our website, and usage details.

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 complete the “Contact Us” form on our website or when you request additional information about the Service. We also collect information that you provide by filling in forms on our website. This can include information provided at the time of registering to use our website, subscribing to the Service, or requesting further services or assistance.

We may also collect personal information for marketing purposes when you provide it for such (e.g., if you sign up for our newsletter or other promotional emails). You may choose to stop receiving our marketing emails by following the unsubscribe instructions included in these communications. With your consent, we may also post your name and a testimonial on our website.

Credit Card and Payment Information

Like most companies, we use a third-party vendor to process financial transactions. Currently we have chosen to integrate our payment processing with Stripe. This means we never see or have access to your credit card information when you process your payment through our website. Stripe processes the transactions, lets us know that you have paid, and transfers money into our account. You can find out more information about Stripe's privacy policy and other terms of processing on their website: www.stripe.com/us/privacy. We reserve the right to change our third-party payment processor from time to time, and those changes will be posted here within a reasonable time after such change.

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.
- Information about your computer and internet connection, including your IP address, operating systems, and browser type.

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. If you would prefer not to receive cookies, you may be able to alter your browser's configuration to refuse cookies.
- **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 only limited information that includes a cookie number, 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. These web beacons do not carry any personal information and are only used to track usage of the website and activities associated with the website (for example, if you visited our website after viewing a digital advertisement).

Third-Party Use of Cookies and Other Tracking Technologies

Some content or applications, including advertisements, on the website are 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. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. 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 Your Information

We use the personal information you provide to us to:

- Provide you with information, products, or services that you request from us.
- Provide you with notices about your account/subscription, including expiration and renewal notices.
- Notify you about changes to our website, the Service, or other products or services we provide and to otherwise communicate with you.
- Improve our products and services that we perform for you, including the Service.
- Fulfill any other purpose for which you provide it, and in any other way we may describe when you provide the information.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.

We do not share your personal information with third parties for their own direct marketing uses.

The non-personally identifiable information we collect through automatic data collection technologies helps us improve our website and 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 website according to your individual interests.
- Recognize you when you return to our website.
- 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). Note that your browser settings may allow you to automatically transmit a “Do Not Track” signal to websites and online services you visit. There is no consensus among industry participants as to what “Do Not Track” means in this context. Like many websites and online services, we do not currently alter our practices when our website receives a “Do Not Track” signal from a visitor’s browser. To find out more about “Do Not Track,” you may wish to visit www.allaboutdnt.com.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. Whether you submit personal information to us is entirely up to you; however, if you decide not to submit personal information to us, we may not be able to provide certain services to you. You can find more information about when we are permitted to disclose your personal information in Section 3 below.

Promotional Offers from Us

If you do not wish to have your personal information used by us to promote our own or third parties' products or services, you can opt out by checking the relevant box located on the form on which we collect your data (if applicable) or by sending us an email stating your request to support@agencycomp.com. If we have sent you a promotional email or other communication, you may be able to unsubscribe from future promotional communications by following a link at the bottom of the email or as otherwise directed therein.

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, and also learn more about targeted advertising and consumer choice and privacy, at www.aboutads.info and at 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.

Tracking Technologies and Advertising

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 website may contain links to other websites. Any information you provide on third-party sites is provided directly to the operators of such sites and is subject to those operators' policies, if any, governing privacy and security. We are not responsible for the privacy practices or the content of such other websites or the cookies these websites might set in your browser.

Jurisdictional Issues

This website is hosted in the United States and is intended for residents of the United States. We do not represent or warrant that the website, or any part thereof, is appropriate or available for use in any particular jurisdiction. Those who choose to access the website do so on their own initiative and at their own risk and are responsible for complying with all local laws, rules, and regulations. By using the website and submitting any personal information, you consent to the transfer of personal information to other countries, such as the United States, which may provide a different level of data security than in your country of residence.

Your California Privacy Rights

Under California's "Shine the Light" law, California residents who provide certain personal information in connection with obtaining products or services for personal, family, or household use are entitled once per calendar year to request and obtain from us information about the customer information we shared, if any, with other businesses for their own direct marketing uses. To obtain information under California's "Shine the Light" law, please send an email message to support@agencycomp.com with "Request for California Privacy Information" in the subject line and in the body of your message. However, as mentioned elsewhere in this Privacy Policy, we do not share your personal information with other businesses for their own direct marketing uses.

Information from Children

The website is not intended or designed to attract children under the age of 13. We do not knowingly collect personal information from children under 13. If you are under 13, do not use or provide any information on this website or on or through any of its features, or provide any information about yourself to us, including your name, address, telephone number, and the email address you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us as soon as possible.

Access and Correction

Please contact us in the manner specified at the end of this Privacy Policy to access your personal information in our possession and correct inaccuracies of that information in our records. We ask individuals to identify themselves, and the information requested to be accessed and amended before processing such requests, and we may decline to process requests in limited circumstances as permitted by applicable privacy legislation or if we believe the change would violate any law or legal requirement, or cause the information to be incorrect.

Section 2: Our Services

Collection and Use of Client Data

We receive data and information from Service subscribers (which includes personally identifiable 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 things such as: client 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.

We use Client Data to:

- Provide the Services and otherwise to provide the information, products, or services that you request from us.
- Improve our products and services that we perform for you, including the Service.
- Fulfill any other purpose for which you provide it, and in any other way we may describe when you provide the Client Data.
- Carry out our obligations and enforce our rights arising from any contracts entered into between you and us.

We do not use or access Client Data to contact or market to any individual client whose personal information may be contained therein.

Since we have no direct contact with your clients, it is your responsibility to provide any necessary notices and obtain any necessary consents from the clients to whom the Client Data relates for such use and disclosure.

Section 3: Policies that Apply to Both Section 1 & 2

Disclosure of Information

The terms of this Section 3 apply to both personal information from or about you as well as Client Data you provide in connection with the Service.

We may use and disclose aggregated information and information that does not identify any individual without restriction. We may disclose personal information and Client Data that we collect or that is provided to us 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 and who are bound by contractual obligations to keep the information confidential and use it only for the purpose for which we disclose it to them.
- To a 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, whether as a going concern or as part of 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 User Agreement and Terms of Use 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 purposes of fraud protection and credit risk reduction.

You expressly agree and consent to the use and/or transfer of the foregoing information in connection with any of the above described events. We cannot make any representations regarding the use or transfer of your personal information or Client Data that we may have in the event of our bankruptcy, reorganization, insolvency, receivership, or an assignment for the benefit of creditors. We cannot and will not be responsible for any breach of security by any third party or for any actions of any third party that receives any of the information that is disclosed to us by you.

Data Security and Retention

The security of your personal information and Client Data is important to us. When you enter your payment information (such as your credit card number), we do not have access or control of this information; however, we have contractual assurances that our third-party payment service provider encrypts the transmission of that information using secure socket layer technology (SSL). We follow generally accepted standards to protect the personal information submitted to us; however, no method of transmission over the internet or method of electronic storage is 100% secure, and can potentially be accessed by unauthorized parties. Therefore, we cannot guarantee the security of personal information or Client Data transmitted to, from, or through our website or in conjunction with the Service. If you have any questions about security on our site or in conjunction with the Service, you can contact us using the information below.

We currently use Amazon Web Services to store our data. You can learn more about their data centers and security controls here: www.aws.amazon.com/compliance/data-center/. We reserve the right to change our data storage vendor from time to time, and those changes will be posted here within a reasonable time after such change.

We will retain your personal information and Client Data for as long as is needed to provide our products or services or otherwise as is permissible by law. We will retain and use your personal information and Client Data as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Your Consent to this Privacy Policy and Updates to Privacy Policy

By submitting personal information or Client Data or otherwise using and accessing our website and/or subscribing to the Service, you consent to the collection and use of information by us as specified above. If we make material changes to how we treat our users' personal information or Client Data, we will notify you by email to the primary email address specified in your account and/or through a notice on the website homepage. The date this Privacy Policy was last revised is identified at the top of the page. You are responsible for ensuring that we have an up-to-date, active, and deliverable email address for you, and for periodically visiting our website and this Privacy Policy to check for any changes. Each time you provide information to us, or we receive information from you, following any amendment of this Privacy Policy will signify your assent to and acceptance of its revised terms for all previously collected information and information collected from you in the future. We may use comments, information or feedback that you may submit in any manner that we may choose without notice or compensation to you.

Questions or Concerns

If you have additional questions or comments or would like to access your personal information or opt out of certain sharing, please let us know by email or by sending your comments or requests to:

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