

**Privacy Policy**  
**Southwest Agency Inc.**  
**Privacy Policy Notice**  
**as of October 1, 2015**

The Southwest Agency Inc. and any subsidiaries and affiliates, respect the privacy rights of individuals who visit, use and interact with (“Users”) this Portal and/or Web site and/or any other interactive Portal and/or Web site hosted by a third party, the content of which is controlled by Southwest Agency Inc. (individually and collectively “Site”). Information may be collected from Users during their visits to this Site in order to allow Southwest Agency Inc. to provide better service. Southwest Agency Inc. is concerned about treating this information with care, so it has implemented the Privacy Policy (“Policy”) below.

**Privacy Policy**

**Types of Information Collected and How it is Used**

**Aggregate Information:** Southwest Agency Inc. collects information that is not personal information about Users to measure traffic on the Site. This information is collected automatically on an aggregate basis (“Aggregate Information”) through the use of a “cookie” or small text file placed on the User’s hard drive by the User’s Internet browser. The cookie allows Southwest Agency Inc. to track the number of hits or visits to various pages on the Site. The cookie is used only during a single connection to the Site, and is not used to track User activity after leaving the Site. The cookie is permanently disabled when the User exits the Site, and information about individual Users is not collected, saved or distributed to others by Southwest Agency Inc. except as provided for in this Policy. Aggregate Information helps Southwest Agency Inc. understand Users’ needs, improve the Site, and demonstrate to others the volume and nature of Site traffic. Aggregate Information may be shared with third parties as described in the section called “Information Provided to Third Parties” below.

**Contact Information:** Information may be obtained and/or retained from Users to: 1-request information to provide a quote or additional information 2- facilitate the use of any fee-based services. Information about Users. Contact Information also may be provided to third parties, as described in the section called “Information Provided to Third Parties” below.

**Products, Services and Survey Information:** Information may be obtained and/or retained to process orders for products and/or services offered by Southwest Agency Inc. Southwest Agency Inc. also may obtain and/or retain information about Users who participate in surveys conducted by Southwest Agency Inc. Product, Service and Survey Information about Users also may be provided to third parties, as described in the section called “Information Provided to Third Parties” below.

**E-mail:** Information received from Users via e-mail may be used by Southwest Agency Inc. and may be provided to third parties as described in the section called “Information Provided to Third Parties” below.

**Records:** It is Southwest Agency Inc.’s policy not to collect personal information of children under age 13. If it is necessary to collect such personal information from a child identified as being under age 13, Southwest Agency Inc. will do so only after obtaining verifiable parental consent. If Southwest Agency Inc. becomes aware that it has inadvertently collected personal information from a child under age 13 without parental consent, such personal information will be deleted from Southwest Agency Inc.’s system.

Southwest Agency Inc. uses a combination of industry standard security measures to protect personal information it collects.

**Information Provided to Third Parties**

Information collected on this Site will only be provided to third parties in the manner specified in this Policy. Those who do not want their information shared in this manner should not provide the information. Information obtained and/or retained by Southwest Agency Inc. may be used by Southwest Agency Inc., and may be provided to third parties, such as, but not limited to, Southwest Agency Inc. state associations and Southwest Agency Inc. service providers and vendors, to conduct business, including, without limitation: i) completing the transaction(s) requested by the User; and ii) serving Users and/or reporting on transactions/activities/ conducted with Southwest Agency Inc.. Southwest Agency Inc. also may disclose information to comply with the law or legal process; to exercise Southwest Agency Inc.’s legal rights or defend

against legal claims; to enforce Southwest Agency Inc.'s policies (including, without limitation, its Terms of Use); or to protect the rights, property or safety of others.

#### **Links to Other Sites**

This Site contains links to Internet sites of Southwest Agency Inc. members, state associations, and other businesses and resources, and each Internet site may have its own privacy and data collection policies and practices. Southwest Agency Inc. is not responsible for the privacy and data collection policies and practices of any of its members, state associations or other businesses and resources, or for the content of their Internet sites. Users interested in the privacy and data collection policies and practices of Southwest Agency Inc. members, state associations or other businesses and resources should review the policies of the Internet sites they choose to access.

Southwest Agency Inc. makes no representations or warranties of any kind, express or implied, about the Internet sites of its members, state associations or other businesses and resources, and Southwest Agency Inc. disclaims all warranties and responsibilities of any kind, including, without limitation, warranties and responsibilities with respect to Southwest Agency Inc. members', state associations', and other businesses' and resources' Internet sites, content, privacy and data collection policies and practices, and actions. Links to other Internet sites do not imply Southwest Agency Inc.'s endorsement or approval of such Internet sites or the resources and information contained within them, nor are such links or references indications that Southwest Agency Inc. has received specific authorization to provide these links or resources. Southwest Agency Inc. does not endorse, approve, certify or control such external Internet sites, and is not responsible for the accuracy, timeliness, completeness, efficacy, merchantability, usefulness, fitness for any particular purpose or correct sequencing of information located at such sites. The links and references on this Site to other Internet sites are provided solely as a convenience to Users of this Site.

#### **Your Right to Access and Amend Your Personal Information**

You have the right to request access to the personal information that is maintained about you on this Site to ensure that it is accurate and current. You also can request corrections, amendments or deletions of any personal information obtained through this Site or otherwise in our possession.

To obtain access to, correct, amend, or delete any of your personal information: Submit a request in writing to Southwest Agency Inc. Privacy, P O Box 735 Carthage, Mo 64836 417-358-4041. The request should include your name; address; telephone number; agency information (name, address and Southwest Agency Inc. policy number); the specific personal information in dispute; and the identity of the document or record that contains the disputed personal information. Upon receipt of your request, we will contact you within 30 business days to notify you either that we have made the correction, amendment or deletion, or that we will not do so and the reasons for the decision not to do so.

#### **Change to Policy**

Southwest Agency Inc. reserves the right to and may change this Policy at any time, and the change will become effective when the revised Policy is posted on this Site. You are encouraged to review this Policy periodically so you are informed about Southwest Agency Inc.'s privacy practices and policies.