

## **PRIVACY POLICY**

Your privacy is very important to us. The LENDALITY Privacy Policy explains how we collect, use, communicate, disclose and use your personal information. Our Privacy Policy and other policies relating to the management of your personal information will always be readily available.

We will always identify the purposes for which your personal information is being collected. We will only use your personal information for these specified purposes unless we obtain your consent or as required by law. We will only retain your personal information for as long as is necessary to fulfill these purposes. We will only collect your personal information by fair and lawful means, and with your knowledge and consent.

The personal data we collect will be relevant to the purposes for which it will be used. Accordingly, the information provided should be accurate, complete and current. We will protect your personal information using reasonable safeguards against loss, theft or modification, and against unauthorized access, disclosure or use.

We conduct our business in accordance with these policies to ensure your personal information remains confidential and protected. To review our Privacy Policy in its entirety, please email us at [info@lendality.com](mailto:info@lendality.com).

## **COMPLAINT POLICY**

We take all complaints and disputes seriously. As soon as a complaint is received, it is documented in a special log and sent directly to our Customer Complaint Officer for further action. We investigate all issues immediately and take remedial action as necessary.

All records of complaints are kept in a designated binder along with our quality control files and other written policies so employees can easily access and use them to provide the best quality of customer service. Complaints are reviewed during the Customer Complaint Officer's meetings with our Board.

We provide financial products and services in compliance with all federal and state regulatory policies including, but not limited to, consumer protection, fair lending and civil rights laws. For more information, please call LENDALITY at 813-367-3111.

## **GOVERNMENT POLICY**

The above policies are not provided by HUD, FHA, USDA or VA. These materials were not approved by any government agency. LENDALITY is not affiliated with any organization listed or referenced within our website, including HUD, FHA, USDA and VA. The inclusion of information, links or materials does not constitute an endorsement of the sender or its employees or business partners.

- For information from FHA/HUD, visit [www.hud.gov/guidance](http://www.hud.gov/guidance)
- For information from the VA, visit [www.benefits.va.gov/homeloans](http://www.benefits.va.gov/homeloans)
- For information from the USDA, visit [www.usda.gov/topics/farming/grants-and-loans](http://www.usda.gov/topics/farming/grants-and-loans)