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E-MAIL AND WEB ONLINE SECURITY STATEMENT

Your privacy is important to us

Travis Credit Union is committed to protecting your personal and financial information, which has been entrusted to us. We recognize that you expect the highest level of privacy and confidentiality.

E-mail communications

Your e-mail address will be kept confidential at all times.

If you are sending an e-mail to Travis Credit Union, we want to remind you that e-mail is not necessarily secure against interception. If your information is very sensitive, or includes personal or confidential information, such as your account number, credit card number, or social security number, you login to home banking and send a secure message to one of our member representatives or call us at (707)449-4000 or (800) 877-8328. As we are equally concerned, we will not transmit sensitive or personal information that can compromise or violate your privacy when communicating via e-mail.

Personal or financial information transmitted to Travis Credit Union by e-mail may be used by our staff to respond to inquiries for service or information or improve the service we offer.

Browsing our Web site

All Web servers record information, but contain no personally identifiable information other than the IP address of the machine used to access the site. We retain and analyze this information to improve the usability of the site.

What is a Cookie?

A cookie is a piece of data that a website can send to your browser and can only be read by the server that gave it to you. You can visit our site anonymously and access product information without revealing your identity. In order to improve our site, we use "cookies" to track your visit. It cannot be executed as code or deliver viruses.

Most browsers are initially set to accept cookies. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. For some Web pages that require an authorization, cookies are not optional. Users choosing not to accept cookies will probably not be able to access those pages.

Cookies also ease navigation and help users move from screen to screen in an efficient manner. These cookies simply carry forward information that you submitted on one screen to the next screen, eliminating the need for re-entry.

Cookies cannot be used to capture a user's e-mail address, obtain data from the user's hard drive or gain confidential or sensitive information about the user.

Site security

One of the basic tools used to ensure Internet security is encryption. Encryption is used any time personal information is exchanged. Encryption works much the same as a combination lock. Travis Credit Union uses many security controls to ensure that your information in our files and computers is protected from unauthorized access. All of our systems are secured with multiple layers of encryption, firewalls, redundant screening, and filtering routers.

It is equally important to verify that only authorized users log into our Home Banking system. We use password verification to ensure user authorization. For added security, if a password is entered incorrectly three times, access will be denied. Protect your password as you would your account. Use a unique password that is known only by you. Never share your password with anyone. Should you ever receive a request to reveal your password, contact us as soon as possible at the telephone numbers listed at the end of this notice.

For further security, our online server is not directly connected to the Internet. This, plus the other security measures already listed, block unauthorized access to credit union and member records.

Linked sites

From our website you may be able to access a variety of sites maintained by third parties. These sites are managed by organizations that may or may not have a business relationship with the credit union. Please note that Travis Credit Union is not responsible for the content or privacy practices of any site to which our site may link.

Financial privacy

Travis Credit Union has adopted a Privacy Policy. Our Privacy Statement may be accessed from our home page. This policy describes the categories of personal, nonpublic information we collect from our members and the circumstances under which we may share that information.

Protecting Children

We do not knowingly market to or solicit information from children under 13, nor do we post offensive material that is harmful to children. We recognize that protecting children's identities and privacy online is important and that the responsibility to do so rests with both the online industry and with parents. We encourage parents and legal guardians to supervise the activities of children when using websites. We are not responsible for the data collection and use practices of nonaffiliated third parties to which our websites may link.