



YOUR CREDIT UNION

December 2023

FACTS		
WHAT DOES TEXAS DOW EMPLOYEES CREDIT UNION (TDECUCU) AND ITS AFFILIATES DO WITH YOUR PERSONAL INFORMATION?		
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.	
What?	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> • Social Security Number & Income • Credit History & Credit Scores • IP Address, Use of Our Website/Online Services • Images, videos, documents, and files • Areas of Interest & Location • Transaction & Payment History • Account Transactions/Balances/Information • Mobile Device Contacts List <p>When you are <i>no longer</i> our member, we continue to share your information as described in this notice.</p>	
How?	All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information; the reasons TDECUCU and its affiliates choose to share; and whether you can limit this sharing.	
Reasons we can share your personal information	Do TDECUCU and its affiliates share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes - to offer our products and services to you	Yes	Yes
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes - information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes - information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share
Questions?	Call toll-free 800-839-1154 or go to https://www.tdecu.org/privacy-notice	

Who We Are	
Who is providing this notice?	TDECU and its affiliates means Texas Dow Employees Credit Union and TDECU Insurance Agency.
What We Do	
How do TDECU and its affiliates protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We also maintain other physical, electronic, and procedural safeguards to protect this information and limit access to information to those employees for whom access is appropriate.
How do TDECU and its affiliates collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> • Open an account • Apply for a loan • Make deposits/withdrawals from your account • Pay your bills • Use your debit/credit card We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> • sharing for affiliates' everyday business purposes - information about your creditworthiness • affiliates from using your information to market to you • sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.
Definitions	
Affiliates	Companies related by common ownership or control. They can be financial and non-financial companies. <ul style="list-style-type: none"> • <i>TDECU and its affiliate, TDECU Insurance Agency</i>
Nonaffiliates	Companies not related by common ownership or control. They can be financial and non-financial companies. <ul style="list-style-type: none"> • <i>TDECU and its affiliates do not share with nonaffiliates so they can market to you.</i>
Joint Marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> • <i>Our joint marketing partners include insurance companies and marketing firms.</i>
Other Important Information	
<p>COMPLAINT NOTICE: If you have a problem with the services provided by this credit union, please contact us at: TDECU, 1001 FM 2004, Lake Jackson, TX 77566; phone 800-839-1154; or email complaints@tdecu.org.</p> <p>This credit union is incorporated under the laws of the State of Texas and under state law is subject to regulatory oversight by the Texas Credit Union Department (TCUD). If any dispute is not resolved to your satisfaction, you may also file a complaint against the credit union by contacting TCUD through one of the means indicated below:</p> <p>In person or US Mail: Texas Credit Union Department, 914 East Anderson Lane, Austin, Texas 78752-1699 Phone: 512-837-9236 or Fax 512-832-0278 Email: complaints@tud.texas.gov Website: www.tud.texas.gov</p>	