



Agency Matters Privacy Policy

Data Storage and Protection

Agency Matters is hosted in secure data centers that are monitored by professional staff, 24 hours a day, 7 days a week. These data centers were designed and built to be reliable and available, so that you have access to your information when you need it.

Agency Matters relies on advanced, industry-recognized security safeguards to keep your information private and protected. With a password-protected login, firewall-protected servers, and the same encryption technology used by the world's top financial institutions, we have the security elements in place to give you peace of mind.

Our site is scanned daily for vulnerabilities, and if any are ever found, we will take proactive and aggressive measures to protect your security and privacy.

Do your employees have access to my information? If so, why, and how can I be certain my information is protected?

Agency Matters ensures that access to information within our products and services (and the customer information stored there) is limited to those who need it to do their jobs. **We value privacy as much as you do.** We build privacy into everything we do. That's why we follow strict guidelines and practices to protect your confidential information. We do not sell, rent, or share your information with third parties for their promotional use.

What are the best things for me to do to protect my information in your product or service?

- Make sure that your password is complex, including numbers and capital letters.
- Don't share your password with anyone.
- Don't install programs from people or companies you don't know.
- Be certain that you have virus protection and a firewall on any computer you use to access the Internet and Agency Matters.
- Learn to prevent identity theft and identify phishing attempts.

If someone manages to steal my information, how will you help me?

First of all, remember that our goal is to keep your information safe. The best way to do so is to follow the security guidelines outlined above. However, if you suspect someone has stolen your information, you should immediately follow the steps outlined by the [FTC](#).

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