

## General

This privacy policy covers the types of information chaseoptout.com (“chaseoptout,” “we,” “us” or “our”) may collect from you, or that you may provide when you visit chaseoptout.com or affiliated websites, and our practices and procedures for collecting, using, maintaining, protecting, and disclosing that information. We are committed to securing our systems to safeguard your data and we never share or sell your data with third parties unless you explicitly authorize us to do so. In the event you authorize us to share your data, this document cannot guarantee and it does not cover the privacy practices of third parties that we do not own or control.

Please read this policy carefully to understand our policies and practices regarding your information and how we may treat it. If you do not agree with our policies and practices, your choice is not to use our Services. By accessing or using our Services, you agree to this privacy policy. This policy may change from time to time. Your continued use of our Services after we make changes is deemed to be acceptance of those changes.

Our Services are not intended for children under 18 years of age. No one under age 13 may provide any information to or on chaseoptout.com. We do not knowingly collect personal information from children under 13. If you are under 13 years of age, do not use or provide any information to chaseoptout.com or through any of the features on the site, make any purchases through the site, use any of the interactive or public comment features of this site, or provide any information about yourself to us, including your name, address, phone number, email address, or any screen name or user name you may use. If you believe we might have any information from or about a child under 13, please contact us at [privacy@chaseoptout.com](mailto:privacy@chaseoptout.com).

We are committed to working with our users to obtain a fair resolution of any complaint or concern about privacy concerns and our Services, and supporting law enforcement and regulatory agencies committed to stopping crimes of identity theft and identity fraud. To contact us with a question or concern about our privacy practices, email us at [privacy@chaseoptout.com](mailto:privacy@chaseoptout.com).

## Information We Collect

There are two main ways we collect information about you:

- When you provide it to us via chaseoptout.com;
- Automated technologies such as email, text, and other electronic messages between you and our websites

## Information You Provide to Us

You may provide information to us in various ways, such as through forms, features or other means offered through our Services. Information you provide to us when registering for our Services, and

feedback forms where you send us comments, questions, or other feedback are all examples of data we collect about you. The types of information you provide us fits into two general categories:

- **Personal Information:** Information that can be used to identify you personally, such as your full name, street address, email address, credit card account number, and contact information.
- **Non-Personal Information:** This is information about you or your household that doesn't identify you personally, like your gender, income or what types of financial products you're interested in.

When we combine information that isn't Personal Information (like Non-Personal Information or Usage Information, explained below) with Personal Information, **we treat it like Personal Information for as long as it is combined.**

## Information We Automatically Collect

In addition to information you provide to us, we automatically collect certain information about how you access and interact with our Services ("Usage Information"). We may use various technologies to collect and store Usage Information in connection with our Services. These may include things like cookies, browser web storage (e.g., HTML5), web beacons and similar technologies. There are three types of Usage Information we may collect:

- **Device Information.** This is information about how you access our Services, such as the operating system, hardware model, application or browser type and version, and unique identifiers associated with your device.
- **Log Information.** There are certain pieces of information we automatically collect in system logs or similar files about how you interact with our Services, such as which features you visit or click on. This Log Information may also include things like your IP address, browser or device configuration, date and time of access and cookie information.
- **Location Information.** We may use certain information like your IP address or other Device Information or Log Information to estimate your location (e.g., your city or state).

## Using Your Information

We use the information we collect from you to operate our Services, communicate with you, conduct research and development to improve or enhance our Services and our users' experience. Examples of that include:

- **To provide the Services to you.** We use the information we collect to secure your information and to provide the Services to you.
- **To provide features to you, such as your free opt out of JP Morgan Chase's binding arbitration clause.** We use the information we collect to have the ability to provide you with the ability to reject the binding arbitration clause recently included by JP Morgan Chase in their Terms of Service.
- **To communicate with you.** We use information we collect to provide you with member support or to send you things like service-related announcements, and other updates or promotions.

- **To conduct research and to improve and promote our services.** We use the information we collect to conduct research and to improve or enhance and promote our Services.
- **For legal reasons.** We reserve the right to access, use, preserve, transfer or disclose, at any time without notice to you, any information (including Personal Information) as reasonably necessary to:
  - Comply with any applicable law, regulation, subpoena or legal process, or respond to any governmental requests and cooperate with law enforcement, if we believe such action is required or permitted by law;
  - Enforce our Terms of Service, including investigating any potential violations;
  - Protect the safety, integrity, rights or security of our members, our Services or equipment; or
  - Detect, prevent or otherwise address fraud, security or technical issues related to our Services or our partners.

We may also use your email address to promote other opportunities or Services to you if you have explicitly authorized us to do so.

## Sharing the Information We Collect With Third Parties

Our Services built on the premise of protecting your privacy and empowering you to take full control of your personal data. For that reason, we do not sell or share information about you with third parties unless you explicitly request us to do so, or where necessary to perform the Services (for example, we use Lob, a third-party service provider, to print and ship your opt-out letter).

That said, we may share information about you, including Personal Information, with third parties in a few specific occasions , such as legal reasons (You can read more about these in the “How We Use the Information We Collect” section above.)

Our Services may include links to other websites whose privacy practices may differ from those of chaseoptout.com. If you submit personal information to any of those websites, their privacy policies govern your information. We encourage you to carefully read the privacy policies of any website you visit.

## Accessing and Updating Your Information

You are responsible for maintaining the accuracy of the information you provide to us.

## Communications Preferences

You can manage your communications preferences by visiting our website. We'll also include "unsubscribe" instructions in marketing emails. The types of communications and communication preference options might change from time to time.

## Our Interest-Based Advertising Practices Advertising Service Providers

Some of our third-party service providers or partners are advertising networks, marketing partners, publishers and other entities who perform analytics and advertise our products and services on websites not affiliated with us ("Advertising Service Providers"). In connection with these advertising services, we or our Advertising Service Providers, like Google Analytics (more on this below) may use cookies, flash cookies, web beacons, and similar technologies to collect behavioral information about how you use our site or other websites in order to perform tracking and marketing analytics or serve advertisements that are more likely to be of interest to you ("Interest-Based Advertisements"). Our Advertising Service Providers may permit you to opt out of all or some Interest-Based Advertisements on designated websites. For example, many of our Advertising Service Providers participate in the [Network Advertising Initiative](#) opt-out program or the [Digital Advertising Alliance opt-out program](#).

## Disclosure Regarding Google Analytics Advertising Features

In addition to services from other Advertising Service Providers, we use the following Google Analytics Advertising Features as part of our marketing analytics and advertising: Remarketing with Google Analytics, Google Display Network Impression Reporting, DoubleClick Platform integrations and Google Analytics Demographics and Interest Reporting. We may also use other services provided by Google Analytics from time to time. At present, Google provides users an opportunity to opt-out of the Google Analytics Features through Google's Ads Settings and their [web browser opt-out plugin](#). However, we do not control these opt outs, which may be updated or removed by Google in accordance with its own policies. For additional information on opting out of interest-based ads by Google, you can visit Google's Opt out page [here](#).

## Do Not Track Signals

At this time, we do not respond to automated signals regarding tracking mechanisms, including "do not track" instructions from your browser. Please note that blocking cookies may affect your browsing experience on many sites and may limit your ability to use certain features of our Services, including many of the personalized features we provide for our members.

## Our Security Practices

The security of your personal information is important to us. Chaseoptout.com maintains physical, electronic, administrative and procedural safeguards intended to protect the confidentiality of Personal Information that we collect about you. We use the services of Very Good Security, Inc. to store your Personal Information in a PCI-compliant vault. Our servers do not touch your personal information and we receive your personal information only in a tokenized form.

When you enter sensitive information, such as your credit card account number, on our forms, we encrypt the transmission of that information using secure socket layer technology (SSL). We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. Despite our mutual efforts, no method of transmission over the Internet, or method of electronic storage, is 100% secure. You therefore understand and agree that perfect security does not exist and understand that there is a certain amount of risk inherent in providing and receiving services over the internet.

Our Services also depend upon your commitment to keep your Personal Information safe. You agree to use your Personal Information in a reasonable way and to avoid recklessly disclosing your Social Security number, financial account numbers or other Personal Information to those that could improperly use or disclose it. For example, take care not to visit sites that may transmit malware, or to respond to “phishing” scams, unsolicited emails, or pop-up messages requesting your Personal Information. Use caution when deciding to disclose your information in submissions that may be provided by third party websites and subject to terms which are different than those stated in this Privacy Policy. If you choose to use our referral service to tell a friend about our Services, we will ask you for your friend’s email address. We will automatically send your friend a one-time email inviting him or her to visit [chaseoptout.com](http://chaseoptout.com). We store this information for the sole purpose of sending this one-time email.

If you are a California resident, California Civil Code Section 1798.83 permits you to request information regarding the disclosure of your Personal Information to third parties for the third parties' direct marketing purposes. We may share your Personal Information with our affiliates, but we do not sell it to or share it with unaffiliated third parties. You may request a list of our affiliates by contacting us at [privacy@chaseoptout.com](mailto:privacy@chaseoptout.com). You may make one request per calendar year. In your request, please attest to the fact that you are a California resident and provide a current California address for your response. Please allow up to thirty (30) days for a response.

## Your Access to Your Information

Upon request [chaseoptout.com](http://chaseoptout.com) will provide you with information about whether we hold any of your personal information. We will retain your information as follows:

- as needed to provide you our Services
- as required by company policy or legal obligation
- as needed to resolve disputes
- as needed to enforce our agreements

## Changes to Our Privacy Policy

We may update this Privacy Policy to reflect changes to our information practices and we reserve the right to change this policy at any time without notice to you. If there are any material changes in the way we treat your Personal Information, [chaseoptout.com](http://chaseoptout.com) will send a notice to the primary email address on your account or place a prominent notice on our platform before the change goes into effect.

Chaseoptout.com will also promptly make an updated Privacy Policy publicly available on our website. Changes will be effective as soon as the revised Privacy Policy is posted unless otherwise stated.

### Want More Information?

Thanks for taking the time to read through all this. If you have questions regarding this policy or privacy practices at chaseoptout.com, you can email us at [privacy@chaseoptout.com](mailto:privacy@chaseoptout.com).