

The Russell Agency Privacy Policy For Customers

As a respected member of your community for over 60 years, The Russell Agency pledges to continually bring the highest quality service to our clients and community. With this in mind, we understand your concerns pertaining to the privacy of the personal information we gather from you and from other sources in the course of providing the best in product and service. This policy seeks to answer all of the questions you might have pertaining to the protection of your personal information: Who sees it? What is it used for? Where did we get it? How is it protected? Finally, how can you find out what information we have on file?

Ninety percent of the information we use comes directly from you via the completed application or from information you provided to us for quoting purposes. Information pertaining to claim history, motor vehicle records, credit reports, and medical information may also be obtained from consumer reporting agencies and health care providers. Through the course of our transactions we may be required to provide the following information to all entities working on our behalf: email addresses, policy numbers/ types, driver's license numbers, credit card info, social security numbers, accident history, vehicle operator information, mortgages, lien/lease holders, or vehicle information.

Respectfully, we do NOT disclose any of your personal information to companies and organizations with no insurance related affiliation with The Russell Agency. Instead, this information is used solely for your individual insurance needs and by our marketing department for the purpose of introducing any additional products and services that may be of interest to you.

Through the course of business, and without your permission, we may lawfully convey information contained in our records to the following people and entities: our affiliated insurance companies and brokers, insurance support organizations, independent claims adjusters, regulatory or law-enforcement authorities, repair shops and vendors, and persons requesting information pursuant to subpoena or court order.

This information is protected by The Russell Agency prior to, during, and after the rendering of service. Also, all of our affiliated companies are required by law to maintain strict confidentiality pertaining to your personal information. (Copies of any of our affiliated insurance companies' privacy policy can be furnished to you upon written request.) At no time will your information be used by anyone, or any company for solicitation unrelated to our service and products. All personal information we deem unnecessary, or no longer required to be kept on file by law, is promptly destroyed in our office for your protection. Should at any time our relationship end, your personal information will remain protected in accordance with our privacy practices outlined in this policy and by those of our affiliates.

You may request to either see, or obtain from us by mail, the personal information about you in our records. If you believe the personal information we have about you in our records is incomplete or inaccurate, you may request that we make any necessary corrections, additions or deletions to the disputed information. Information contained in our affiliated insurance company's files can be obtained through the mail upon written request to them. If necessary you may request a more complete description of the persons to whom we disclose personal information about you, or the circumstances which might warrant such disclosures.