

Branchsoft Technologies, LLC

Privacy Policy

The security and confidentiality of your personal information is very important to us and this privacy policy is to assure our users that their personal information will not be disclosed to anyone who does not have authority to access it.

What we do?

We provide a conduit for members to access their financial information at their Credit Union via their browser or an app on their mobile device or home computer.

How do we protect your data?

Your credit union's server establishes and maintains a continual secure connection to our server, which we then use to request data in response to your use of Home Banking. Our ability to access your personal information at the credit union is necessary to provide this service. All communications between your device and your credit union are encrypted during each leg of the route. We will not sell or use your information for any type of marketing or any other such purposes. Your personal data remains on your credit union's server. Please reference your Credit Union's privacy policy pertaining to how your personal information is protected by them.

What information do we retain:

We store log files that track timestamps and originating IP of data flowing thru our servers for billing purposes and for evaluation, but we will not disclose this information to anyone besides your Credit Union, except in the event of an investigation and then only as required by law enforcement.

To access your account, we require you to enter your password, and during account validation, we require personal information such as DOB, Zip Code, and Last 4 digits of your SSNO. We do not retain any of that information after the verification process is complete.

In order to authorize account access from your computer or mobile device, we store a unique packet of information on that device that indicates you have successfully answered the validation questions. This packet does not contain any personal information, nor can any useful information be extracted from it.

If you have any questions regarding this policy, please contact support@branchsoft.com