

# FCAM Privacy Policy

First Choice Appraisal Management, Inc. ("FCAM") is committed to protecting customer privacy during the course of normal business practices including, but not limited to, use of secure third-party ordering and appraisal management system, secured destruction of credit card or bank account information upon completion of an order and secure storage of appraisal order work files.

## I. Payment Data

FCAM retains credit card information from our clients through a secure online ordering system (identified as Global DMS e-Trac and Property Science AMC-TRAK). FCAM has signed contracts with each online system provider available upon request which define the security and privacy standards of the systems. Any credit card information we retain, at your request, is encrypted and secure within these systems. We maintain either a credit card transaction receipt with the last 4 digits of the card or a copy of a check within the file for proof of payment. It is FCAM's policy that the identifying check account information will be blacked out for security purposes. Any credit card numbers that are printed will be destroyed using a secured shredding document system. The contracted provider for this service shall be Shred-It.

## II. Appraisal Order Work Files

Each file contains an order form that will contain the following customer information: Borrower Name(s), phone numbers, address and any relevant information needed to facilitate an appraisal order. All relevant email logs and or emails will be maintained in these files. The emails may contain confidential identifying information. The files are stored in our office. Annually files will be culled and stored in a secured storage facility. Files will be maintained for a minimum of five (5) years at which time they will be destroyed by a secured shredding document service.

## III. Gramm Leach Bliley Title V (GLB)

FCAM makes significant efforts to keep all appraisal-related data confidential in compliance with the Gramm Leach Bliley act, Title V. We will not disclose confidential appraisal and/or mortgage data to any third party without the written permission of the rightful owner of that data. We do not disclose personal financial information to any appraiser vendor. Furthermore, our staff, contractors and member appraisers have all entered into written contracts with FCAM to keep this data confidential.

## IV. Uniform Standards of Professional Appraisal Practice (USPAP)

FCAM makes significant efforts to keep all appraisal-related data confidential in compliance with the current version of the Uniform Standards of Professional Appraisal Practice (USPAP) as published by The Appraisal Foundation. We will not disclose confidential appraisal data to any third party without the written permission of the rightful owner of that data. Furthermore, our staff, contractors and vendor appraisers have all entered into written contracts with FCAM to keep this data confidential. Appraisals ordered through FCAM are treated as a contract between the ordering party and the appraiser completing the work. FCAM is an agent for the ordering party and the appraiser.

The lender/client may disclose or distribute this appraisal report to: the borrower; another lender at the request of the borrower; the mortgagee or its successors and assigns; mortgage insurers; government sponsored enterprises; other secondary market participants; data collection or reporting services; professional appraisal organizations; any department, agency, or instrumentality of the United States; and any state, the District of Columbia, or other jurisdictions; without having to obtain the appraiser's or supervisory appraiser's (if applicable) consent. Such consent must be obtained before this appraisal report may be disclosed or distributed to any other party (including, but not limited to, the public through advertising, public relations, news, sales, or other media).

## V. Our Use of Your Information

The majority of the information we collect is held in strictest confidence and is not shared outside of FCAM except as specifically described in this statement. If necessary, we will use your information to contact you.

## VI. Information Distribution

FCAM will never willfully disclose personally identifiable information to a third party for marketing or other use.

## VII. Third Party Collectors of Information

Our Privacy Statement only addresses the use and disclosure of information we collect from you. Any information you disclose to a third party, such as other users, advertisers, affiliates, vendors is subject to that party's Privacy Statement. We encourage you to ask questions before you disclose your personal information to others. FCAM is not responsible for the privacy practices or the

## **VIII. General**

If you have any questions or concerns about this privacy statement, please send e-mail to or contact Trina Harings - [trina@firstchoicenw.com](mailto:trina@firstchoicenw.com).