

Bivo Privacy Policy

Revised: May 1, 2024

Bivo values your privacy and as a member of Bivo family, Bivo is dedicated to protecting your personal information. This privacy policy (the “Privacy Policy”) is intended to help you understand how we collect, source, secure, use and disclose your information both online and offline in connection with our services. By using our services or providing us with personal information, you consent to the terms of this Privacy Policy. For purposes of this Policy, "Bivo", "we", "our", and "us" refers to Bivo Financial LLC, Bivo Inc., and their affiliates, and "you" or "your" refers to the individual interacting with us.

1. How and Why We Collect Information About You

1.1 Personal Information

Bivo collects your information to provide our services, verify your identity; comply and support our bank partners’ compliance with applicable law, including anti-money laundering (“AML”) and sanctions screening rules; prevent, detect, and investigate fraud, hacking, infringement, or other suspected or actual misconduct, crime, or violation of an agreement involving the Services and analyze individual and aggregated behavior to improve and customize our services.

Bivo collects the following personal information from you during the enrollment process: your name, your address, telephone number, date of birth, social security number, email address, employment information and salary information. Bivo may supplement the personal information you submit to us with information from third-party sources.

Personal information means information that specifically identifies you and includes your device ID, IP address, cookies, any information about how you use Bivo website; where you’re located when you login; your credit score; and your financial habits. Personal Information does not include information lawfully available from government records and information delinked and disassociated from any identifying information.

Bivo may disclose your information to third party service providers so that Bivo can provide you with its services.

1.2 Cookies

Bivo uses cookies and similar tools to track your use of the Website when you use our services. We collect information such as the types of service used and our web servers automatically log information about your computer, but we don’t use this information to identify you personally. We and our vendors use cookies and to improve our service, our site and to provide more convenient and relevant experiences to you. Cookies are designed to transfer a small amount of data to your browser by servers within a domain. That data is only read by designated servers within that domain. It functions as your computer’s identification

card and enables Bivo to improve your experience by securely maintaining your authenticated session and preferences.

A web beacon embeds a small transparent gif image in a web page or email used to track when the page or email has been viewed. A similar device may be used where a product, service or functionality sends data to a server when a set of user-initiated events occur such as clicking a button on the website or in an email. This is similar to a cookie – it tracks your visit and the data is only read by the server that receives the data. However, it differs because it is not browser-based, may not function as an ID card and doesn't store any data on your computer.

Most Internet browsers are set up to accept cookies automatically. You can set your browser to notify you when you receive a cookie, allowing you to decide whether or not to accept it. For some web pages requiring an authorization, cookies are not optional. Users choosing not to accept cookies or similar devices will probably not be able to access those pages or their products and services.

1.3 Contacting by Telephone

If you communicate with us by telephone, we may monitor or record the call. This is done for reasons such as maintaining the integrity of your account, providing effective and timely service, and the improvement of Bivo's products.

1.4 Consumer Reports

If you apply for or use Bivo's secured credit card, Bivo will receive and transmit data to consumer reporting agencies. We partner with these agencies to assess your creditworthiness and to prevent fraud and identity theft. This is done as part of our regular underwriting, fraud prevention and loan servicing processes.

Information we collect in these reports includes, but is not limited to:

- Information about open and closed credit accounts, including the date opened, the date closed (if applicable), the latest reported monthly balance and monthly payment
- Information about credit inquiries
- Information about late payments and collection actions occurring on open and closed credit accounts
- Information regarding public records of bankruptcy, judgements, tax liens, and other payment statuses
- The credit score produced by the credit bureau providing the report
- Information about your transaction history, assets, and account balances
- Correcting information maintained by the credit bureaus

Information related to your creditworthiness is maintained by the credit bureaus. If you find that there is an error or you want to dispute the information found in your credit report, please contact the credit reporting bureaus.

- Experian: <http://www.experian.com/>
- Transunion: <https://dispute.transunion.com/>
- Equifax: <https://www.ai.equifax.com/>

2. Use of Personal Information

We use your personal information to provide you with information or services you request, to inform you about other information and services we think will be of interest to you, to facilitate your use and our operation of our website, and to improve our products and services.

We don't sell or rent your personal information to anyone. Bivo only shares your personal information with unaffiliated third parties as permitted or required by law. We may share your personal information with our affiliate companies and as part of joint marketing campaigns with other financial companies. When Bivo shares your personal information with vendors and service providers who perform functions on our behalf, we require the security and confidentiality of your information, as well as limiting their use of the information to reasonably and necessarily to carry out their work with us and comply with applicable laws and regulations.

2.1 Opt-Out of Email Communications

We may use your Personal Information to provide you with marketing or other promotional communications via mail or email. If, at any time, you would like to stop receiving these promotional emails, you may follow the opt-out instructions contained in any such e-mail or by contacting us as set out at the bottom of this policy. Please note that by opting out, you may prohibit Bivo from informing you of offerings that may be of interest to you. It may take up to ten (10) business days for us to process opt-out requests. You will continue to receive non-promotional emails about your relationship with us.

3. Protecting Your Personal Information

Bivo takes the privacy and security of its members personal information seriously. We maintain administrative, technical and physical safeguards designed to protect your information's security, confidentiality and integrity. We protect personal information you provide online in connection with registering yourself as a user of our website. Access to your own personal information is available through a unique user ID and password selected by you. This password is encrypted while transmitted from your browser to our servers and while stored on our systems. To protect the security of your personal information, never share your password to anyone. Please notify us immediately if you believe your password has been compromised.

Whenever we save your personal information, it's stored on servers and in facilities that only selected Bivo personnel and our contractors have access to. We encrypt all data that you submit through Bivo's website during transmission using Transport Layer Security (TLS) in order to prevent unauthorized parties from viewing such information. Remember – all information you submit to us by email is not secure, so please do not send sensitive information in any email to Bivo.

We never request that you submit sensitive or personal information over email, so please report any such requests to us by sending an email to privacy@bivocash.com. When either you or we update information in your account, we typically send you notice of these changes via email or text message. In recent years, individuals, businesses and even governments have

seen a rise in “phishing” attacks. Phishing occurs when someone attempts to obtain your password or other sensitive information. Scammers often do this by impersonating a trusted user, or offering a compelling reason to open a malicious email attachment, click on a link or give over information. We never ask for your sensitive personal information, such as password, over email or other unsecure methods or through any site not under the Bivobank.com domain. Please notify us at security@Bivobank.com if you ever receive suspicious correspondence from us.

3.1 Children Under 13

The Site is not directed to children under 13 years of age and we do not knowingly collect, use, or disclose Personal Information from children under 13. If we become aware that a child under 13 has provided us with Personal Information, we will make reasonable efforts to delete such information from our files.

4. Your Choices Regarding Your Personal Information

We want you to be aware of the choices you have in limiting the sharing of your personal information. Please refer to the below table to review your options in sharing with Bivo:

Reasons we can share your personal information	Does Bivo share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes - to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates’ everyday business purposes - information about your transactions and experiences	No	We don’t share
For our affiliates’ everyday business purposes - information about your creditworthiness	No	We don’t share
For our affiliates to market to you	No	We don’t share
For non-affiliates to market to you	No	We don’t share

4.1 For California Resident

California law permits residents of California to request certain details about what personal information a company shares with third parties for the third parties' direct marketing purposes. Bivo does not share your Personal Information with third parties for the third parties' own and independent direct marketing purposes unless we receive your permission.

California Consumer Privacy Act (CCPA) permits consumers who are California residents to:

- (a) ask a covered business which categories and pieces of personal information it collects and how the information is used;
- (b) request deletion of the information;
- (c) opt out of the sale of such information, if applicable.

These provisions of the CCPA do not apply to personal information collected, processed, shared, or disclosed by financial institutions pursuant to federal law.

To contact us with questions about our compliance with the CCPA, call 866-788-4277 or email ccpainfo@bivocash.com.

4.2 For Vermont Residents

Bivo will not share information we collect about you with nonaffiliated third parties, except as permitted by Vermont law, such as to process your transactions or to maintain your account.

5. Updating Your Personal Information

You can access and maintain your personal information by logging into your account and going to “Settings”.

6. COMPLAINTS & CONCERNS

Bivo takes your privacy seriously, and maintains a process to respond to your concerns regarding violations of this Policy. If you have questions regarding your privacy with us, please contact us at privacy@bivocash.com.