



## **Internet Privacy Disclosure**

At Prosperity Bank, your online privacy is important to us. This Internet Privacy Disclosure explains the collection, use, sharing and protection of data and information that we gather from you when you use our website and mobile device application. By continuing to use our website/application, you consent to the practices identified in this disclosure. Prosperity Bank customers should review our Privacy Notice (add link) which discloses the Bank's handling of your personal information and the [Terms and Conditions of Use](#) before using this site.

### **Information We Collect**

#### *Personal Information*

When you visit our website, we may collect Personal Information about you that you provide to us through online enrollment/authorization forms, including but not limited to name, address, e-mail address, username, phone number and location. The only personally identifying information that is transmitted is the information you provide. This information cannot be collected unless you specifically elect to send it to us. This information is used internally only for the purpose of fulfilling the request or for contacting you directly and is not given or sold to any other business or organization.

#### *Other Information*

We may also collect details about devices used to access our website or mobile application such as IP address, internet provider, browser information, operating system information, the website that referred you to us (if any), the date and time the pages were accessed, the page or pages you requested, device settings, unique device identifiers, information about your location, and analytical information that may assist with diagnostics and performance. For your convenience, you may be asked to grant permission for access to your mobile device's geolocation data. This information may be collected when you use certain services that are dependent on your mobile device's location (such as the location of an ATM or in-store transactions).

### **Our Use of Information**

Prosperity Bank uses your information to verify your identity, provide quality customer service and improve your website experience. The Bank shares information we collect from or about you in

accordance with our Privacy Notice. This Notice describes the information collected and your choices regarding the sharing of this information.

We disclose Personal Information and Other Information as required by law and to third-party affiliates and service providers in connection with the processing, administration and servicing of your account. These affiliates are only authorized to use and disclose your information as needed to perform services on our behalf or to satisfy legal requirements. At times, we may also disclose your information to meet legal requirements, cooperate with law enforcement authorities or as we deem appropriate to prevent physical harm or financial loss.

## **Security**

We safeguard any personal financial information you submit and other information that you share with us via one of our enrollment or authorization forms. When you submit personal information to us, your information is protected both online and offline. We utilize industry best practice encryption protocols to secure sensitive information transmitted online. We collect information you provide according to strict standards of security and confidentiality, and in accordance with federal and state laws. Note: To ensure that your information is protected, utilize our forms within your web browser to transmit sensitive data.

## **Online Tracking and Advertising**

We do not collect data from visitors to our website related to advertising, however we do collect analytical data about your activities that does not personally or directly identify you when you visit our website. This information may include the content/products, you view and the date and time that you view the content/products. We may use pixels on our website to monitor interest for a specific product; however, we do not monitor customer activity online.

## **Third-Party Websites**

The Bank may provide links to websites that are owned or operated by other companies ("third-party websites"). When you use a link online to visit a third-party website, you will be subject to that website's privacy and security practices, which may differ from the Bank's. You should familiarize yourself with the privacy policy, terms of use and security practices of the linked third-party website before providing any information on that website.

## **Privacy of Children**

Prosperity Bank's website is not intended for use by children under the age of 13. The Bank does not knowingly collect personal information from such children, or send them unsolicited promotions, without parental consent. Should you have additional questions or concerns, please contact our Customer Service Center at 1-800-531-1401.

## **How to Contact Us**

Customers can limit sharing of information as described in Prosperity Bank's Privacy Notice.

Should you have any questions or concerns regarding your information or privacy-related issues, please contact us via any of the methods listed directly below:

Please contact your [local banking center](#) or our Customer Service Center:

**Phone:**

1-800-531-1401

International Callers, please dial: +1 806-741-3302

**E-mail:**

[contactus@prosperitybankusa.com](mailto:contactus@prosperitybankusa.com)

**Mail:**

1301 North Mechanic

El Campo, TX 77437

## **Changes to Internet Privacy Disclosure**

Prosperity Bank may need to make changes to this Internet Privacy Disclosure periodically to reflect changes to the Bank's website or services or to accommodate new technology or legal requirements and guidelines. Please check our website for any updates regularly. By continuing to use the Bank's website, you consent to our modified Internet Privacy Disclosure.

## **Your California Privacy Rights**

If you are a California resident, California law may provide you with additional rights regarding our use of your Personal Information. To learn more about your California privacy rights, view our Privacy Notice.