

Privacy Policy for Knowles Insurance Agency, LLC

Effective Date: 12.01.2024

At Knowles Insurance Agency, LLC ("we", "us", "our"), we are committed to protecting your privacy. This Privacy Policy explains what personal information we collect, how we use it, and how we share it. By using our website, www.knowles-insurance.com, or engaging with our services, you consent to the practices described in this policy.

1. Information We Collect

We may collect the following types of information from users of our website:

a. Personal Information

When you use our services, request quotes, or submit forms on our website, we may collect personal information, including:

- **Contact Information:** Name, email address, phone number, mailing address
- **Insurance Information:** Type of insurance (auto, home, life, etc.), policy details, coverage preferences
- **Payment Information:** Credit card information, billing address (when you make a payment for our services)

b. Non-Personal Information

We may also collect non-personal information through your use of our website, including:

- **IP Address:** The IP address of your device
- **Browser Information:** Type of browser, device, and operating system
- **Cookies and Tracking Technologies:** We use cookies to enhance your experience, track usage patterns, and improve our website's performance. You can disable cookies in your browser settings, but this may affect your ability to use certain features on our website.

2. How We Use Your Information

We use the information we collect for the following purposes:

a. Providing Services

We use your personal information to process requests, provide insurance quotes, communicate with you about your policies, and manage your accounts.

b. Improving User Experience

We use non-personal information to improve the functionality and performance of our website, enhance user experience, and analyze trends.

c. Marketing and Communication

With your consent, we may use your contact information to send you promotional materials, newsletters, and updates about our services. You can opt out of these communications at any time by following the "unsubscribe" link in the emails.

d. Legal Compliance and Protection

We may use your information to comply with legal requirements, respond to inquiries, or protect our rights, property, or safety.

3. How We Protect Your Information

We implement industry-standard security measures to protect your personal information. However, no method of transmitting or storing data is completely secure, and while we strive to protect your information, we cannot guarantee absolute security.

4. Sharing Your Information

We do not sell, rent, or trade your personal information to third parties. However, we may share your information in the following circumstances:

a. With Service Providers

We may share your personal information with third-party service providers who assist us in operating our website, processing payments, or providing insurance-related services. These providers are required to use your information solely for the purpose of providing services to us and are obligated to protect your data.

b. With Insurance Partners

To offer you the most relevant insurance products, we may share your information with our trusted insurance partners. These partners will use the information to provide you with quotes, coverage details, and policy offerings.

c. Legal Requirements

We may disclose your personal information if required by law, in response to a legal process, or to protect our rights, property, or the safety of others.

d. Business Transfers

In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction. We will notify you if this occurs and offer you the opportunity to opt-out.

5. Your Rights and Choices

You have certain rights regarding the personal information we hold about you:

a. Access and Correction

You can request access to the personal information we hold about you and request corrections if it is inaccurate or incomplete.

b. Opt-Out of Marketing Communications

You can opt out of receiving marketing communications from us at any time by using the "unsubscribe" option in the email or contacting us directly at josephine@knowlesinsuranceagency.com.

c. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

d. Deleting Your Information

You can request the deletion of your personal information. However, we may need to retain certain data for legal or administrative purposes.

6. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these external websites, and we encourage you to review their privacy policies.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page, and the "Effective Date" at the top of the policy will be updated. We encourage you to review this policy periodically to stay informed about how we protect your information.

8. Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Knowles Insurance Agency, LLC
Po Box 5736
Huntsville, Al 35814
256.270.1838
josephine@knowlesinsuranceagency.com
www.knowles-insurance.com