



Sanctuary Insurance Privacy Policy

Sanctuary Insurance Company is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy outlines how we collect, use, disclose, and protect your information when you interact with our services, including our website, mobile applications, and insurance products.

1. Information We Collect

We may collect the following types of personal information:

- **Personal Identifiable Information (PII):** Name, address, email, phone number, date of birth, Social Security number, driver's license number, and other identification details.
- **Financial Information:** Payment details, bank account numbers, and credit card information used for premium payments.
- **Insurance Information:** Policy details, claims history, beneficiaries, and underwriting details.
- **Technical Information:** IP address, browser type, device details, and website usage data.
- **Health Information:** Medical history, disability status, and other health-related data, if required for specific policies.

2. How We Collect Information

We collect information through various means, including:

- **Direct interactions:** Forms filled out on our website, mobile applications, or customer service interactions.
- **Automated technologies:** Cookies, web beacons, and tracking technologies when you visit our website.
- **Third-party sources:** Public records, credit bureaus, medical providers, and affiliated partners.

3. How We Use Your Information

Your information is used for the following purposes:

- Providing insurance services, including policy issuance, underwriting, and claims processing.
- Processing payments and managing billing.
- Communicating with you regarding policies, updates, and promotional offers.

- Complying with legal, regulatory, and risk management obligations.
- Enhancing our services and improving customer experience.
- Preventing fraud, unauthorized transactions, and ensuring security.

4. How We Share Your Information

We do not sell your personal information. However, we may share information with:

- **Affiliated Companies:** For business operations and service enhancements.
- **Service Providers:** Third-party vendors that assist in claims processing, payment processing, or customer support.
- **Regulatory and Law Enforcement Agencies:** When required to comply with legal obligations or to protect against fraud.
- **Authorized Third Parties:** With your consent or as necessary to provide our insurance services.

5. Data Security

We implement robust security measures to protect your personal data from unauthorized access, disclosure, or misuse. These include:

- Encryption and secure data storage.
- Restricted access to sensitive information.
- Regular security audits and compliance checks.

6. Your Privacy Rights

Depending on your location, you may have rights regarding your personal data, including:

- Accessing or updating your information.
- Requesting deletion of your data.
- Opting out of marketing communications.
- Restricting the processing of your data.

To exercise your rights, please contact us using the details below.

7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance website functionality and user experience. You can manage cookie preferences through your browser settings.

8. Children's Privacy

Our services are not intended for individuals under 18. We do not knowingly collect personal data from children.

9. Changes to This Privacy Policy

We may update this Privacy Policy periodically. Any changes will be posted on our website with an updated effective date.

10. Contact Us

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

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