

# U.S. Online Privacy Policy

## PROTECTING YOUR PRIVACY IS IMPORTANT TO US

At AmeriHome Mortgage Company, safeguarding our customers' personal and financial information is fundamental to the way we do business. In fact, it is one of our highest priorities and remains the cornerstone of our commitment to our customers. We are dedicated to using security measures that comply with applicable federal and state law.

### US Consumer Privacy Notice

If you are an AmeriHome customer, please see our [US Consumer Privacy Notice](#), which we provide to all our consumer customers for a comprehensive explanation of how we collect, use, and share personal information and your choices for limiting the use and sharing of your information as our customer.

### Social Security Number Policy

AmeriHome's Social Security Number (SSN) Policy protects the confidentiality of SSNs, prohibits unlawful disclosure of SSNs, and limits access to SSNs. Our consumer customers can obtain more information by reviewing our [US Consumer Privacy Notice](#).

### US Online Privacy Policy

Effective Date: January 1, 2020

This US Online Privacy Policy ("Policy") describes AmeriHome Mortgage Company, LLC's ("AmeriHome," "we" or "our") collection, processing, transfer and storage of data from visitors to our websites ("Websites"). This Policy applies only to the data collected on our AmeriHome Websites and not to other data collected or processed by third party website owners or operators for those websites to which we may from time to time provide links for your convenience. (*Please see section 7 below for additional information regarding third party sites.*)

## 1. OUR COMMITMENT TO YOUR PRIVACY

This Policy describes:

- How information about you is collected through our Website;
- How we use and with whom we share this information;
- How you can access and update this information; and

- The choices you can make about how we collect, use and share your information.

If you have any questions regarding this Policy or our information collection and use practices, please contact us using the information in the “Contact Us” section below.

## **2. INFORMATION COLLECTED THROUGH OUR WEBSITE**

AmeriHome collects information from Website visitors and also obtains information from third parties (including from service providers) in the course of providing our mortgage and loan origination services (our “Services”), which we may add to the data we obtain through the Website. The information collected through our website includes:

Personal and Loan-related Information. You may provide us information about you, which may include personal information and information relating to or necessary for the initiation, processing, or completion of certain financial transactions, including the issuance of loans.

Transactional Information. We may also create transactional records of each of the transactions or other event occurring through our Website. The transactional information is generally collected (i) to enable our Services, including loan document creation, origination, management, marketing, and distribution, (ii) to enable the services provided by third parties (including determinations regarding interest in or qualification for loans or the interest rates to be applied to loans), and (iii) to enable AmeriHome to comply with various legal obligations.

Device and Usage Information. Like most online services, our Website collects standard technical, non-personal information when you use it, including internet protocol (IP) addresses, browser types, internet service providers (ISPs), the pages and content you view or interact with on our Website, the information you search for, and the dates and times that you visit our Website.

Cookies and Other Technologies. Our Website collects certain information through the use of “cookies” and other tracking technologies. Cookies are small files that your browser places on your computer. We may use session cookies, persistent cookies, and other tracking technologies to better understand how you interact with our Website, monitor usage by our users and web traffic routing on our services, and to improve and personalize our Website. Many internet browsers automatically accept cookies. You may be able to instruct your browser to stop accepting cookies or to prompt you before accepting cookies from the

websites you visit. However, if you choose to reject cookies, you will limit the functionality we can provide when you visit our Websites. Google provides some additional privacy options relating to Google analytics, described at [www.google.com/policies/privacy/partners/](http://www.google.com/policies/privacy/partners/). We may also use web beacons, which are transparent graphic images on a webpage or within the body of one of our marketing emails, to allow us to measure visitor actions and assess the effectiveness of our email marketing campaigns. For example, we use web beacons in our email marketing to track instances where a user clicks through a link in the email.

### Do Not Track signals

You may be using an Internet browser that has the ability to communicate your privacy preferences to the website, including requests not to track your usage and browsing history. Currently, AmeriHome Websites do not respond to any of these signals. AmeriHome may track your activity on these websites and use that information as provided in this Policy.

## **3. HOW WE USE INFORMATION**

We and service providers working on our behalf use information collected on our Website in a variety of ways intended to provide our Website and Services and to operate our business, including the following:

To Provide our Services. We use the information that we collect (i) to operate, maintain, enhance, and provide our Website and our Services, (ii) to provide other services and information that you request, and (iii) to provide customer support to you and other parties.

To Improve, Analyze, and Personalize our Website and Services. We use the information that we collect to understand and analyze usage trends and preferences; to monitor and analyze the effectiveness of our Website and Services; to improve our Website and Services, and to develop new products, services, features, and functionality; and to personalize our Website and Services, such as remembering your information so that you will not have to re-enter it during your visit or the next time you use our Website, or providing customized content and information.

To Contact You. We may use your email address or other information we collect to contact you for administrative purposes such as customer service or to send

communications, including marketing or promotional communications relating to our Website and Services. Generally, you have the ability to opt out of receiving promotional communications as described below

To Aggregate Data. We aggregate data collected through our Website and use it for purposes such as creating and sharing reports about the use of our products and services, including users' interests, usage patterns, and trends.

To Advertise. We may use information that you provide, that we collect from your activity on our websites, or from service providers, for the purpose of improving or tailoring the effectiveness of advertising on our Website and to provide advertisements and other content that is tailored to you. We use cookies and information gathered to make offers to you via online ads, email, U.S. mail, or telephone, subject to the privacy preferences you have on file with AmeriHome. We also make use of cookies in online advertising either on our own Websites or, where available, on third party websites to determine which of our ads are most likely to appeal to you. We do not share your information with third parties for their own marketing to you.

#### **4. HOW WE SHARE INFORMATION**

We may share, transfer, or disclose your information if you consent to our doing so, as well as in the following circumstances:

To Service Providers. We work with third party service providers to provide services including loan or transaction processing or administration; Website hosting and other similar services, development and maintenance; advertising and marketing services; and other services related to our Website and Services for us. These third parties may have access to or process your information as part of providing those services for us. Generally, we may limit the information provided to these service providers to that which is reasonably necessary for them to perform their functions, and we require them to agree to maintain the confidentiality of such information. These service providers are not permitted to use information we share that might identify you for any purpose other than to provide the services for which we contracted with them.

In Aggregate Form. We may make certain aggregated non-personal information available to third parties for various purposes, including (i) compliance with various reporting obligations; (ii) for business or marketing purposes; or (iii) to assist such parties in understanding our users' interests, usage patterns, and borrowing and loan origination trends.

To Comply with Laws and Law Enforcement Requests; To Protect of Our Rights. We may disclose your information (including your personal information) to a third party if (a) we believe that disclosure is reasonably necessary to comply with any applicable law, regulation, legal process, or governmental request, (b) to enforce our agreements, policies, and terms of service, (c) to protect the security or integrity of our Website or Services, (d) to protect the property, rights, and safety of AmeriHome, our users, or the public from harm or illegal activities, (e) to respond to an emergency which we believe in good faith requires us to disclose information to assist in preventing the death or serious bodily injury of any person, or (f) to investigate and defend ourselves against any third party claims or allegations.

In Significant Business Transactions. Your information, including personal information, may be disclosed and otherwise transferred to an acquirer, successor, or assignee as part of any merger, acquisition, debt financing, sale of assets, or similar transaction, or in the event of an insolvency, bankruptcy, or receivership in which information is transferred to one or more third parties as one of our business assets.

Please also see our [US Consumer Privacy Notice](#) for information on how your personal information may be shared.

## **5. OUR POLICY CONCERNING CHILDREN**

Our Website is not directed to children, including any under 13, and we do not knowingly collect any personal information from children, including those under 13, through our website. We strive to comply with the provisions of the Children's Online Privacy Protection Act. If you are a parent or legal guardian and think your child has provided us with information, please contact us at [legal@amerihome.com](mailto:legal@amerihome.com). If we become aware that a child, including one under 13, has provided us with personal information through our Website, we will take steps to delete such information.

## **6. OUR POLICY CONCERNING USERS IN THE EUROPEAN UNION**

We do not offer services to, and our website is not directed at users while located in the European Union (EU). We will not knowingly collect any personal information, including cookies, from users in the EU through our website. In the

event that personal information is collected, user located in the EU may contact us at [consumersupport@amerihome.com](mailto:consumersupport@amerihome.com) and we will take steps to delete such information.

## **7. PRIVACY POLICIES OF LINKED SITES AND ADVERTISERS**

Our Website may contain links to other sites, as well as advertisements from companies linking to their own sites. We do not guarantee the accuracy of and are not responsible for the privacy practices or the content of such sites. If you have any questions about how these other sites collect or use your information, you should review their privacy practices or contact them directly.

## **8. SECURITY**

AmeriHome has certain measures in place to maintain the security, confidentiality, and integrity of the information gathered through this Website, and to help protect against the loss, misuse, and alteration of such information. While we take measures to protect your personal information against security breaches and unauthorized access, we cannot guarantee that our safeguards will be effective all of the time against all security threats.

## **9. CHANGES TO OUR PRIVACY POLICY**

This Policy may be revised from time to time. If we decide to make material changes to our Policy, we will post the updated Policy on our Website.

## **10. HOW TO ACCESS AND UPDATE YOUR INFORMATION**

The accuracy of your information is important to us. You can access and update information that you have provided to us on this Website as follows:

- If you are an AmeriHome customer, you can access and update certain personal information in connection with your account or application by logging into your account online.
- You may contact us at [consumersupport@amerihome.com](mailto:consumersupport@amerihome.com) and request to review, amend, or delete certain personal information collected here by us. Please note that we may not be able to delete all information we collect.

- You may opt out of receiving marketing emails at any time by following the steps to “unsubscribe” described in the footer of our marketing emails. Your opt out will become effective in 10 days or less.
- Consumers who ask not to receive telephone solicitations from AmeriHome will be placed on the AmeriHome Do Not Call list and will not be called in any future campaigns. To be placed on our marketing Do Not Call list, please call 866-792-6902.

## **11. CONTACT US**

If you have any questions, comments, or concerns regarding our Privacy Policy and /or practices, please send an email to [legal@amerihome.com](mailto:legal@amerihome.com).