

## **OUR COMMITMENT TO YOU**

The North Dakota Housing Finance Agency is committed to maintaining the privacy of our customers.

## **THE INFORMATION WE COLLECT**

We collect nonpublic personal information about you from the following sources:

- Information we receive from you on applications or other forms;
- Information about your transactions with us, our affiliates, or others; and
- Information we receive from a consumer reporting agency.

Nonpublic personal information is personally identifiable financial information about you that we collect in connection with providing a financial product or service to you.

Nonpublic personal information does not include information that is available from public sources such as phone directories.

## **CONFIDENTIALITY, SECURITY AND INTEGRITY**

We restrict access to nonpublic personal information about you to those employees who need to know that information, and to our contractors and agents, in order to provide products and services to you.

We maintain physical, electronic and procedural safeguards that comply with Federal standards to guard your nonpublic personal information.

## **DISCLOSURE OF INFORMATION**

We will not disclose your nonpublic personal information to anyone except as permitted by law. For example, because it is necessary in order to provide you with products and services you request or authorize, we may share information with certain contractors, agents and other necessary parties. However, we require those parties to agree to keep your information confidential before we share that information.

## **QUESTIONS?**

If you have questions about the privacy of your information, please feel free to contact the Loan Servicing Department at (701) 328-8080, (800) 292-8621, (800) 366-6888 (TTY) or [hfaservicing@nd.gov](mailto:hfaservicing@nd.gov).