



Contra Costa Association of REALTORS®

MEMBER INFORMATION PRIVACY POLICY

EFFECTIVE 09/01/11

The Contra Costa Association of REALTORS® ("CCAR") has created this Member Information Privacy Policy to demonstrate its firm commitment to the privacy of member information and so that you, as a member of CCAR, will be aware of the uses made of your member information by CCAR.

CONFIDENTIAL

In general, all member information provided to CCAR by its members is treated as confidential and CCAR uses its best efforts to keep such information confidential and prevent unauthorized use.

CCAR MEMBER COMMUNICATIONS

From time to time, CCAR will use your preferred contact information to send you regular and special membership communications and publications. For example, members of CCAR receive an annual association dues statement and we will need to access and use your email address to send and allow you to view your statement and payment reminders. We also utilize email addresses to send weekly email news bulletins and other important notifications to the membership. Preferred contact information as used in this section and the remainder of this privacy policy is the information pertaining to your name, email address, mailing address, telephone, and facsimile numbers which you indicated to CCAR as the preferred contact information to receive communications. For example, you may have indicated your business address as your preferred mailing address and your home telephone number as your preferred telephone number.

MEMBER DIRECTORY

As one of the many benefits of membership with CCAR, we make available on our website (ccartoday.com) a searchable database directory of our members accessible through "Search CCAR Member Database," "Find a REALTOR®," and "Alphabetic Member Roster." The purpose of this Directory is to assist members and the public in locating and contacting CCAR members. The Directory contains searchable characteristics about our members, such as the member's name, address, company, phone number, and email address. As an additional member benefit, this directory is also made available only to members, and only upon request, in excel format. The member information made available through these directories is intended to contain only the business information of our members. We do not intentionally display or make available your personal home addresses or telephone number in these directories unless you indicated these to CCAR as your preferred contact information.

If you would like to be removed from these directories, please see the section of this privacy policy called "Choice/Opt Out."

MEMBER REQUESTS

From time to time, you may contact CCAR and make requests. In order to respond to your request, we may need to access and use your member information. For example, we may need to access your email or



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preferred mailing address to send you the information you requested.

THIRD PARTIES

From time to time, CCAR makes your preferred contact information available to affinity partners and approved strategic business partners to enable them to notify you about products and services that CCAR feels you may be interested in. CCAR may also make your preferred contact information available to third parties who do work on behalf of CCAR. Under no circumstances will we intentionally make available your personal home addresses or telephone number to third parties unless you indicated these as your preferred contact information.

If you do not want your preferred contact information to be provided to third parties, please see the section of this privacy policy called "Choice/Opt Out."

REQUEST FROM THE PUBLIC

If the public contacts CCAR and requests information regarding one of its members, we may check our member database and verify to the public whether the person(s) is in fact a member of CCAR. We may also provide the public with the name and telephone number of the firm that the member is affiliated with. However, in no event will we provide personal information to the public, such as your home address and telephone number, unless required by a subpoena, search warrant, or other legal process or in the case of imminent physical harm to the public or other members.

CREDIT CARD INFORMATION

Credit information that you and credit authorizers provide when you make payments by credit card for products, dues/fees, events, classes, or other services through CCAR will only be used to process the transactions you request. This information will never be sold, shared or provided to other third parties, and will otherwise be kept confidential.

CHOICE/OPT OUT

CCAR recognizes the importance of your privacy. If you do not want your member information displayed or used in one or more of the manners described above, please read the following instructions:

To opt out of having your name and business contact information included in Member Directory (online or excel format), or to third parties, please email us at: mbr-assist@ccartoday.com or write us at: 1870 Olympic Boulevard, Suite 200, Walnut Creek, CA 94596, Attn: Director of Member Services. Please be sure to specify in your email or writing whether you want to be removed from the online Member Directory, or removed from the Member Directory in excel format, or excluded to third parties, or all of these choices.

To insure your request is processed timely and accurately, please provide the following information with your request: first name, last name, office name, office telephone number, DRE license number, and NRDS number. CCAR will process your request as quickly as possible; however, your name may continue to be reproduced in the Member Directory and/or you may continue to receive third party communications until the request is ultimately processed. CCAR apologizes in advance for any inconveniences this may cause.



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CORRECTIONS/UPDATES

If there is member information about you which needs to be corrected or updated, please email us at: mbr-assist@ccartoday.com, or phone us at 925.295.1599, or write us at 1870 Olympic Boulevard, Suite 200, Walnut Creek, CA 94596, Attn: Director of Member Services.

CONTACTING CCAR

If you have any questions about this Privacy Policy, please feel free to email us at: mbr-assist@ccartoday.com, or phone us at 925.295.1599, or write us at 1870 Olympic Boulevard, Suite 200, Walnut Creek, CA 94596, Attn: Director of Member Services.

CHANGES IN THIS POLICY

From time to time, CCAR may need to change this Privacy Policy to better meet the needs of its members. As such, we reserve the right to change this Privacy Policy at any time. Such changes may be made without prior notice so we encourage you to periodically check this privacy policy statement online for changes that we may make. Changes to this policy will be effective when posted on CCAR's website unless determined otherwise by the CCAR Board of Directors.