



## FACTS

### WHAT DOES PIONEER BANK, F.S.B. DO WITH YOUR PERSONAL INFORMATION?

Rev. e 2020

<b>Why?</b>	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
<b>What?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>● Social Security number and credit history</li> <li>● Account transactions and checking account information</li> <li>● Account balances and payment history</li> </ul> <p>When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.</p>
<b>How?</b>	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Pioneer Bank, F.S.B. chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Pioneer Bank, F.S.B. share?	Can you limit this sharing?
<b>For our everyday business purposes -</b> such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes -</b> to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	No	We don't share
<b>For our affiliates' everyday business purposes -</b> information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes -</b> information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

<b>Questions?</b>	Call toll-free 800-624-5200 or go to <a href="http://pioneerbnk.com">pioneerbnk.com</a>
-------------------	-----------------------------------------------------------------------------------------

<b>Who We Are</b>	
<b>Who is providing this notice?</b>	Pioneer Bank, F.S.B.; Pioneer Mortgage Company, Inc.
<b>What We Do</b>	
<b>How does Pioneer Bank, F.S.B. protect my personal information?</b>	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
<b>How does Pioneer Bank, F.S.B. collect my personal information?</b>	We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>● Give us your income information or provide employment information</li> <li>● Provide account information or give us your contact information</li> <li>● Show us your driver's license</li> </ul>
<b>Why can't I limit all sharing?</b>	Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>● sharing for affiliates' everyday business purposes - information about your creditworthiness</li> <li>● affiliates from using your information to market to you</li> <li>● sharing for nonaffiliates to market to you</li> </ul> State laws and individual companies may give you additional rights to limit sharing.
<b>Definitions</b>	
<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and non-financial companies. <ul style="list-style-type: none"> <li>● <i>Our affiliates include:</i> <ul style="list-style-type: none"> <li>● <i>Companies with a Pioneer Bank, F.S.B.; Pioneer Mortgage Company, Inc.</i></li> </ul> </li> </ul>
<b>Nonaffiliates</b>	Companies not related by common ownership or control. They can be financial and non-financial companies. <ul style="list-style-type: none"> <li>● <i>Pioneer Bank, F.S.B. does not share with nonaffiliates so they can market to you.</i></li> </ul>
<b>Joint Marketing</b>	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> <li>● <i>Pioneer Bank, F.S.B. doesn't jointly market.</i></li> </ul>



# Privacy Statement

## **Your Privacy is a Priority To Us**

At Pioneer Bank, we are committed to safeguarding customer information. Since your privacy is a priority to us, Pioneer will not share nonpublic information about you with third parties, except as explained in our Privacy Policy. We have created our Privacy Policy to communicate our privacy commitment to you, and to serve your privacy needs.

## **Privacy Policy**

Protecting your privacy is important to Pioneer. We want you to understand what information we may gather and how we may share it. This Privacy Policy explains Pioneer's collection, use, retention and security of information about you.

As part of providing you with financial products or services, we may obtain information about you from the following sources:

Applications, forms and other information that you provide to us, whether in writing, in person, by telephone, electronically or by any other means. This information may include your name, address, employment information, income and credit references;

Your transactions with us or with others. This information may include your account balances, payment history and account usage;

Consumer reporting agencies. This information may include account information and information about your creditworthiness;

## **Sharing Information Outside Pioneer Bank**

We are required to or we may provide information about you to third parties outside Pioneer Bank without your consent, as permitted by law, such as,

To respond to a subpoena or court order, judicial process or regulatory authorities;

To consumer reporting agencies;

In connection with a proposed or actual sale, merger or transfer of all or a portion of our business;

To protect against fraud

## **Our Former Customers**

Even if you are no longer a Pioneer customer, our Privacy Policy will continue to apply to you.

## **Our Security Practices and Information Accuracy**

Internally we take steps to safeguard customer information. We restrict access to the personal and account information of our customers to those employees who need to know that information in the course of their job responsibilities. We maintain physical, electronic and procedural safeguards that comply with federal standards to protect customer information. Pioneer also has internal controls to keep customer information as accurate and complete as we can. If you believe that any information about you or your account with Pioneer is not accurate, please let us know.

## **Other Information**

This Privacy Policy applies to products or services provided by Pioneer Bank, used primarily for personal, family or household purposes. Our Privacy Policy is regularly reviewed to make sure we continue to serve the privacy interests of our customers. The examples within this Privacy Policy are illustrations and they are not intended to be exclusive.

Pioneer does not collect any data on visitors to our website. Pioneer's website may contain links to 3rd party sites that you may find useful. These sites may have their own privacy policy. You should review the privacy policy of any Web site before you provide personal or confidential information.

This Privacy Policy is presented for general guidance and does not constitute a contract, create legal rights or modify or amend any agreements Pioneer has with its customers. We reserve the right to change and update the Privacy Policy at any time. Changes to the Privacy Policy will be posted on our Web site, and we encourage you to visit this page from time to time to ensure you are aware of any changes we may have made.

**Information we get from you when visiting our website.**

We use cookies and similar technologies to identify your browser or device. Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies do not contain any data that enables us to determine your actual identity, and they are useful because they allow a website to recognize a user's device. You can find more information about cookies at: <http://www.allaboutcookies.org>.

Cookies do lots of different jobs, like letting you navigate between pages efficiently and remembering your preferences, and generally improve the user experience. They can also help to ensure that advertisements you see online are more relevant to you and your interests.

Pixel tags are small, invisible images on a webpage or other document that allow us to set, read and modify cookies. When you visit a website, the pixel tag helps us better understand how you interact with our website by observing which pages you visited.

We use analytics tools and other third party technologies to collect non-personal information in the form of various usage and user metrics when you use our site or online services. These tools and technologies collect and analyze certain types of information, including cookies, IP addresses, device and software identifiers, referring and exit URLs, onsite behavior and usage information, features use metrics and statistics, usage and purchase history, MAC Address, mobile unique device ID, and other similar information.

The third party analytics companies who collect information on the Site and/or other online products and/or services may combine the information collected with other information they have independently collected from other websites and/or other online or mobile products and services relating to your activities across their network of websites as well as online and/or mobile products and services. Many of these companies collect and use information under their own privacy policies.

**Opting out and your privacy rights**

To learn more about or opt-out of interest-based advertising, please visit the industry opt-out pages operated by the Network Advertising Initiative and by the Digital Advertising Alliance To obtain more information and/or to opt-out of personalized advertising for Google and its partners sites, use the following link: <http://adssettings.google.com>. Please note, even if you opt-out of interest based advertising, you may still see other kinds of non-interest based advertising from us.