

LLVCC Data Privacy

Data privacy is a person's ability to decide if, when, and how they want their personal information shared. This information could be their name, location, contact information, financial information, etc.

Privacy rights, confidentiality, and data security are fundamental human rights in many jurisdictions. However, with the rise of internet usage over the years, the accessibility to someone's personal information is easier and, if shared, can damage that person. As a result, numerous data protection laws were created to protect that right.

LLVCC believes that privacy isn't an option-it's a right. Any customer data we acquire will only be used for the business services we provide.

LLVCC is dedicated to protecting your data. We'll never put your personal data in a vulnerable or questionable position, and we never sell or expose our data to marketing firms.

Our security is built to protect data from unauthorized access, theft, or loss. We place an emphasis on confidentiality by limiting access to data based on authorized roles to protect client privacy through the safeguarding of individual's personal information.

How we use your information:

Client information is used to help us personalize and improve customers' experience. We may use the information in the following ways:

1. Provide services to you- Personal information is collected to send emails or postal mail, perform tasks required to complete a financial transaction, provide customer support, or provide customer relationship management and fulfillment.
2. Fulfilling compliance obligations- Information may be collected in order to fulfill compliance obligations. Examples of this may include satisfying compliance check requirements, issuing permits, maintaining records of projects, incidents, complaints, etc.
3. Once information is utilized, paper copies are scanned into our system and the paper copies are shredded.

Type of Information We Collect

We only collect identifying information- This includes information such as name, address, telephone number, email address, emergency contact information.

Property identifying Information- Division, lot, and parcel numbers.

We collect financial information to complete an individual transaction. Once the transaction is completed our system does not store any of the information provided (like banking information, credit cards numbers, or any other source of financial information).

Who We Share Information With

1. Services Providers- We may share limited information with agents, partners or other parties that perform functions on our behalf, such as title companies, bookkeepers, attorneys, community event coordinators, sign maker, etc.

2. Required by Law- we may disclose information as required by law, such as in response to a subpoena, a lawful request by a public authority, including law enforcement requirements, or similar legal process, and when we believe in good faith that disclosure is necessary, or to respond to a legal request.
3. When documents are requested per RCW 64.38.045, we will redact information pertaining to homeowner's email address and/or phone numbers.
4. LLVCC directory contains information of those homeowners that have consented in writing to be added to the directory via email, filing an Add me to directory form or by consenting on the new homeowner information form.

The Sources We Use to Collect Information:

1. Title companies- provide initial information about a sale.
2. New Homeowner Information Sheet- This form is provided to all new homeowners to create their account in our system.
3. Renters' information sheet- This form is provided to homeowners with renters to ensure we have the information on who to contact if the home is rented.
4. Individual homeowners while speaking directly, on the phone, or by email.