



TRUIST LONG GAME

Truist Long Game Privacy Policy

Last Updated: February 16, 2023

What this policy covers

This Truist Long Game Privacy Policy (“**Privacy Policy**”) describes how we collect information when you visit or use www.Truist.com/long-game (the “**Service Website**”), the Truist Long Game mobile application (the “**App**”), Longgamehelp.truist.com, the Truist Long Game Help Center website (the “**Help Center**,”), and the Truist Long Game Alternate Method of Entry website (the “**Promotion Form**,” collectively, with the Service Website, the App, and the Help Center, the “**Services**”). It also describes how we use and share such information and explains your privacy rights and choices. The Truist Long Game App is intended only for a U.S. audience. The terms “**Truist Long Game**,” “**Truist**,” “**we**,” “**us**,” or “**our**” mean Truist Financial Corporation and its U.S. affiliates. “**You**” means an individual who visits the Services and does not refer to a business or other entity or to individuals outside the U.S.

The business address for Truist is Truist Financial Corporation, 214 N. Tryon Street, Charlotte, North Carolina 28202, USA. Truist Long Game Help & Support can be reached by submitting a request in the Help Center: Longgamehelp.truist.com.

What this policy does not cover

This Privacy Policy does not apply to the websites, mobile applications, or services of Truist’s other businesses and affiliates that do not directly link to this policy for Truist Long Game. Some Truist businesses and affiliates have their own privacy policies, which can be found on their websites. It also does not apply to non-Truist companies, such as third-party websites to which Truist links online. Please review the privacy policies of other websites and services you visit to understand their privacy practices.

Other important notices

The [Truist Consumer Privacy Notice](#) applies to information that we collect about individuals who seek, apply for, or obtain Truist financial products and services for personal, family, or household purposes. The [Truist Statement of Online Privacy](#) also expressly applies to activities on this site. In addition, the [Truist CCPA Notice At Collection](#) related to the California Consumer Privacy Act applies to certain information we collect about California residents.

What information we collect

To use the App, you must register or already be registered with Truist Bank and connect to an eligible Truist personal deposit account with Truist Online Banking credentials. You can also enter the Promotions by using our Alternate Method of Entry, which is detailed in the Truist Long Game Terms of Service. By authenticating your Truist Online Banking account and logging into the App, you also accept

the practices and policies outlined in the [Truist Statement of Online Privacy](#) and the [Truist Consumer Privacy Notice](#) (“Truist Privacy Policy”). Please visit www.Truist.com/privacy for more information about the Truist Privacy Policy and your California privacy rights.

In addition to the personal information you provide to Truist when opening your Truist Bank account and Truist Online Banking account, Truist Long Game also receives analytics information such as your Internet Protocol or “IP” address, device ID, pages visited, and average time spent on a particular page. By visiting or using the App, you consent to Truist Long Game tracking your analytics information.

How do we use the information we collect?

The information we collect online helps Truist Long Game to:

- Effectively manage your account:
 - Ensure your identity and protect the security of your personal and account information from unauthorized access
 - Process transactions on your account
 - Respond to product applications and questions
- Fulfill regulatory requirements
- Analyze our site usage and enhance the user's experience:
 - Diagnose server problems
 - Alert users of any possible software compatibility issues
 - Help us make decisions about how various technologies are used and identify usage trends
- Send marketing communications:
 - Present personalized or targeted offers, ads, or content we believe may be of interest to you
 - Determine the effectiveness of promotional campaigns
- Make business decisions:
 - Analyze data and risk
 - Perform market research
 - Conduct audits
 - Develop and improve products and services
- Carry out other day-to-day business operations, such as to comply with applicable laws; share with our affiliates and subsidiaries; disclose to contractors, business partners, and other third parties under specific contracts and agreements; perform compliance activities; conduct credit reporting activities; and engage in human resources activities
- Prevent and detect fraud
- Protect against risks to security
 - Monitor network activity logs
 - Detect security incidents and conduct data security investigations
 - Protect against malicious, deceptive, fraudulent, or illegal activity

How do we share the information we collect?

Please visit www.Truist.com/privacy and the Truist Consumer Privacy Notice for more information on how your personal information may be shared and how you may be able to limit certain types of sharing.

Please note, we may also share aggregated and de-identified data, such as aggregated statistics regarding product usage, with third parties.

We reserve the right to transfer personal information we have about you in the event we sell or transfer all or a portion of our business or assets (including, without limitation, in the event of a reorganization, dissolution, or liquidation).

Interacting with Truist Long Game

Online advertising on Truist Long Game App

Truist Long Game may promote other Truist products and services on pages within our mobile application. By visiting or using the App, you consent to being shown advertisements for Truist products and services. To make the content and advertising as informative and useful as possible, Truist Long Game may target and personalize content and advertisements for Truist products and services in the App (when clients sign into the App with their Online Banking credentials).

Online advertising on third-party websites and applications

Truist Financial Corporation may advertise the Truist Long Game product and services on websites and applications not affiliated with Truist. The third-party companies we hire to display these ads may use their own tracking technologies to measure the effectiveness of these ads and to understand your interests. Many third-party partners have their own privacy policies. We encourage you to review these policies carefully.

Email

Email transmitted across the internet is normally not protected and may be intercepted and viewed by others. Therefore, you should refrain from sending any confidential or private information via unsecured email to Truist Long Game. We'll never ask you to send confidential information to us via email, such as your logon ID, password, full account numbers, or Social Security number. Occasionally, we will retain the content of your email—and our replies—to confirm proper responses to your questions and requests, to comply with legal and regulatory requirements, and to ensure that we consistently deliver an enjoyable client experience to you.

Do Not Track and Global Privacy Control

Truist Long Game will respond to the [Global Privacy Control](#) signal as explained further in the [Truist CCPA Notice at Collection](#). At this time, we do not currently respond to other browser “do not track” signals or other mechanisms that allow you to tell websites you do not want to have online activities tracked.

How does Truist Long Game protect my children?

Truist strictly follows the federal guidelines of the Children’s Online Privacy Protection Act (COPPA), which gives parents control over what type of information is collected online about their children. We do not knowingly collect, maintain, or use personally identifiable information from children under age 13 on our websites. Truist Long Game is not responsible for the data collection and use practices of

nonaffiliated third parties that are linked from our websites. Visit the Federal Trade Commission's [COPPA Website](#) for more information.

Security

To protect personal information from unauthorized access and use, Truist uses security measures that comply with applicable federal and state laws. These measures may include device safeguards, secured files and buildings, as well as oversight of our third- party service providers to ensure information remains confidential and secure. Please visit the [Truist Security Center](#) for additional information.

Access, Deletion, and Updating Personal Information

If you have any questions about viewing, updating, or deleting personal information we have on file about you, please contact Truist Long Game Help & Support by submitting a right to know, correct, or delete request with the forms below:

- To submit a request for yourself, click [here](#)
- To submit a request on behalf of another individual, click [here](#)

You may also contact the Help Center at Longgamehelp.truist.com or you may reach the Truist Contact Center at 800-462-3971.

Truist Long Game responds to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws. We will ask you to verify your identity to help us respond efficiently to your request. For any requests regarding your Truist account, please visit the [Truist Privacy Center](#).

Under non-U.S. data protection laws, you may have the right to complain to a data protection authority about our collection and use of your personal information.

Changes to this Privacy Policy

Truist Long Game may revise its Privacy Policy from time to time. Any changes will become effective when we post the revised policy on the Services (please note the effective date listed at the top of this page). If Truist Long Game makes any changes in the way we use personal information, we may notify you by posting an announcement on our website or sending you an email (or as otherwise required under applicable law). You are bound by any changes to the Privacy Policy when visiting or using the Truist Long Game App or Website after such changes have been posted.

Contact us

If you have any questions or comments on the Truist Long Game online privacy practices, please contact Truist Long Game Help & Support by submitting a request in the Help Center: Longgamehelp.truist.com.