

Glenview State Bank Privacy Notice

Glenview State Bank values the privacy of its customers. Your trust and confidence in how we collect, use, share, and protect information about you is important to us. By protecting your data, we enhance our ability to provide you with efficient, high-quality financial services that meet your needs.

This Notice explains how we collect, share, use and protect information when you visit our offices or use our website. When you provide us with information at our offices or through our website, you agree to this Online Privacy Notice.

In addition to this Notice, we are required by U.S. law to provide our customers with a Customer Privacy Policy Statement that explains how we collect, use and share information about and offers you certain choices with respect to the use and sharing of your personal information. If you are a Glenview State Bank Customer, you will have received such a statement. You can also access the statement at

<https://www.gsb.com/assets/files/vfPoHoKd/2016/12/02/privacyStatement.pdf>

It is important to remember that when you access our website on a laptop, tablet or phone, the wireless service providers, Internet service providers, device manufacturers and/or social media platforms may have their own privacy notices that apply to information they access when you use their platform to access a Glenview State Bank website. We encourage you to read their privacy notices as their practices with respect to the collection, uses and sharing of information may differ from ours.

1. INFORMATION WE COLLECT ABOUT YOU

We collect personal information that identifies you as an individual or relates to identifying information about you such as your name, address, phone number, and e-mail.

Depending upon the services you request, we may collect additional personal information such as date of birth, relationship status, Social Security number, Driver's license information (including driver's license number, photograph, and physical description), bank account and/or payment card information and employment information, biometric information, demographic information as required by law, and personal identification numbers. We may also collect and use information about you in order to better authenticate you in certain channels and to prevent fraud.

We may collect information directly from you, our website, or through paper forms and applications. We collect your personal information, for example, when you open an account or deposit money; pay your bills or apply for a loan; or use your debit card.

We also collect personal information about you from others, such as credit bureaus and auto loan providers.

We, or companies we work with, collect other information such as browser and device information, app usage data, information collected through cookies, web beacons and other technologies, demographic and other information, and aggregated information about your visits to, or use of our websites, and other online services. While that information alone may not reveal your specific individual identity, we may associate this usage and other information we collect online with personal information about you. This other information is described in more detail below in the section on cookies.

2. HOW WE USE YOUR INFORMATION

We may use the personal and other information we collect from and about you to:

- Authenticate you so that you can access the Glenview State Bank website and conduct account transactions on the website;
- Recognize you, your device or your browser when you use our website so that we can facilitate navigation, display information more effectively, store your preferences and otherwise personalize your experience and enhance the use of the website;
- Process your applications and transactions;
- Respond to your inquiries, fulfill requests and request your feedback;
- Provide you with product and service offers, including advertisements and other communications tailored to you, on our website and third-party sites, as well as offline;
- To track responses to our e-mails and advertisements and to measure the success of our marketing campaigns;
- Provide you with account information, as well as information regarding our branches and branch events;
- Facilitate social sharing functionality, where appropriate;
- Manage our business, such as for data analysis, audits, fraud monitoring and prevention, information security, improving the website, developing new products and services, identifying usage trends, and expanding our business activities;

- Review statistical information about use of the website in order to improve their design and functionality, to understand how they are used, and to assist us with resolving questions about the website; and
- Ensure that the website functions properly and otherwise administer the website.

3. HOW WE SHARE YOUR PERSONAL INFORMATION

Federal law allows us to share your data for specified purposes. We share your personal information to enable us to carry out everyday business functions, such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus. We **do not** share data to enable us to market our products and services to you, for joint marketing with other financial services companies, or for non-affiliated companies to market to you.

We also share data as required by law, e.g., for law enforcement purposes or to fulfill tax reporting requirements of the U.S. Internal Revenue Service.

Glenview State Bank provides its banking services in the state of Illinois and is therefore subject to the laws and jurisdiction of Illinois and the United States. Accordingly, our services are intended for customers in Illinois and the United States. In the event that you transmit personal information to us while you are located in the European Union, you may have rights in that personal information as described in the data protection laws of the European Union or the member state in which you are located. If you wish to exercise these rights, please contact us using the information provided below.

4. MANAGING YOUR PERSONAL INFORMATION

It is important that your account information is accurate and up-to-date. If your account information is incomplete, inaccurate or not current, please use the Contact Us option on our website, or call or write to us to request changes at the telephone numbers or appropriate address found on your account statements or other account materials, records, or online.

5. HOW WE USE COOKIES

Cookies are text files containing small amounts of information which are downloaded to your browsing device (such as a computer, tablet, or smartphone) when you visit a website. Cookies can be recognized by the website that placed them on your device. We use a number of cookies that are necessary to site functionality, as well as cookies that

are used in connection with Google Analytics. These cookies are summarized in the tables below.

You may delete cookies or prevent cookies from being placed by accessing the settings in your web browser. However, please note that doing so may affect your ability to access secure areas of the site or properly view other parts of the site. You can find out more at <http://www.allaboutcookies.org>.

Strictly Necessary Cookies

Cookie Name	1st or 3rd Party	Persistent or Session	Purpose
PLAY_SESSION	1st Party	Persistent	Used by the Banno CMS

Analytics Cookies

Cookie Name	1st or 3rd Party	Persistent or Session	Purpose
_ga	3rd Party	Persistent	Used by Google Analytics
_gid	3rd Party	Persistent	Used by Google Analytics
_gat	3rd Party	Persistent	Used by Google Analytics

Functionality Cookies

Cookie Name	1st or 3rd Party	Persistent or Session	Purpose
location	1st Party	Persistent	Only used on some sites to track the selected branch for a multi-branch site

Advertising Cookies

Cookie Name	1st or 3rd Party	Persistent or Session	Purpose
__bcp	1st Party	Persistent	Used by Marketing
__aubry	1 st Party	Persistent	Used by Marketing

6. DO NOT TRACK

Glenview State Bank does not respond to do not track signals it receives from web browsers.

7. HOW WE PROTECT YOUR INFORMATION

We maintain administrative, technical and physical safeguards to help protect against loss, misuse or unauthorized access, use, disclosure, alteration or destruction of the personal information you provide. The security measures we take comply with federal law. These measures include computer safeguards and secured files and buildings. We also provide employee training in the proper handling of personal information. When we use other companies to provide services for us, we require them to protect the confidentiality of personal information they receive from us.

Although we take extensive measures to protect your personal data and to anticipate threats, no transmission of data over the internet is guaranteed to be completely secure.

8. RETENTION OF PERSONAL INFORMATION

We maintain personal data about for a period of time required for us to provide you with banking and related financial services. We have in place an established protocol to safely destroy or dispose of your data when it is no longer needed. The period for which we retain data varies depending on the nature of the data, the purpose for which it was collected and how it is used. As a general policy, we determine the length of time we may need data about you and retain it only for that amount of time.

9. CHANGES TO OUR PRIVACY NOTICE

We may change this Notice from time to time. When we do, we will inform you by appropriate means, such as posting the revised Notice on this page with a new effective date. Any changes will become effective when we post the revised Notice on the

website. Your use of the website following these changes indicates to us that you accept the revised notice.

10. THIRD PARTY SITES AND SERVICES

This Notice does not address, and we are not responsible for, the privacy, security, or other practices of any third parties, including any third party operating any site or service to which the website links. The inclusion of a link on the website does not imply our endorsement of the linked website or service.

In addition, we are not responsible for the information collection, use, disclosure or security policies or practices of other organizations, such as Facebook, Apple, Google, Microsoft, or any other third-party app provider, social media platform provider, operating system provider, device manufacturer, or wireless service provider, including with respect to any personal information you disclose to other organizations through or in connection with the website.

11. PERSONAL INFORMATION ABOUT CHILDREN

This GSB website is not intended for children under 13 years of age. We do not knowingly solicit information online from, or market online to, children under 13 years of age.

12. CHANGES TO PRIVACY STATEMENT

If we change our privacy statement, we will post those changes on our website at www.gsb.com so you are always aware of what information we collect, how we use it, how we protect it and under what circumstances, if any, we disclose it. Unless we clearly express otherwise, we will use information in accordance with the privacy statement under which the information was collected. The date the privacy statement was last revised is identified at the top of the page.

13. WHO TO CONTACT WITH QUESTIONS

If you have any questions or comments concerning our privacy notice, or if at any time you believe Glenview State Bank has not adhered to the policies and principles set forth in this notice, please notify us using the contact information provided below. We will make all commercially reasonable efforts to promptly address your concerns.

Send an e-mail to privacy@gsb.com, or send a request in writing to: Glenview State Bank, Privacy Officer, 800 Waukegan Road, Glenview, IL 60025