



Website Security Policy

Bank of the West, <http://www.BNKWEST.com> will track types of visitors by collecting electronic data.

Bank of the West does not use "cookies" to collect and track visitor personal information. We do use "cookies" to validate enrollments into our online banking service. We recognize the importance of protecting children's identities and privacy online. Our website is not directed towards children, and we do not knowingly collect or maintain personal information from children viewing our website. Nonpublic and personal information is collected from you at the time an application for a loan or deposit account is submitted; at the time an online banking session is conducted; and at the time you submit personal information via an e-mail.

Bank of the West does not solicit personal information, account information or other nonpublic information over the Internet, via email or through any other undisclosed manner. When personal information is collected for processing your enrollment, an application, a business transaction or your request for additional information, that information will be used for the purpose of serving your banking needs and providing future services and request. Furthermore, Bank of the West does not sell or share customer information with any nonaffiliated third parties, except with contracted third party service providers. These entities are required to execute a confidentiality agreement before exchange of information is granted and they agree to adhere to Bank of the West's privacy policy, practices and procedures. Bank of the West does not disclose any nonpublic personal information about its customers or former customers to any person, any entity or law enforcement agency except as permitted by law. We take the following security measures to ensure the privacy and accuracy of the information collected from or about you: Bank of the West limits employee access to confidential customer financial information to employees with a business purpose for knowing or accessing such information. Our employees are trained to understand the importance of customer financial privacy and to properly handle confidential information from improper disclosure. Ensuring your financial privacy is of vital importance to Bank of the West.

Electronic information you must submit via online banking within the service is protected by encryption technology which encrypts account information, access codes and passwords to reduce the possibility of access by unauthorized individuals.

You may review the information we collect about you and correct any errors in that information by reviewing your bank statements and or any other correspondence from us and notifying us of any inaccurate or outdated information at the address or phone number on your statements. If you find that your account information is not correct, current, or complete, please call us at 877-310-3511 (toll free) or 817/310-1999.

If you have any questions about your personal information or would like to inform us about the potential misuse of your personal information, you may do so by sending a letter to the attention of our Compliance Officer, at Bank of the West, 108 W. Northwest Hwy., Grapevine, Texas 76051, or call 817-310-1999.

Any complaint will be strictly handled in compliance per Bank of the West Consumer Complaints Policy.