

PRIVACY POLICY

Website & Social Media

Effective date: September 1, 2026 | Last updated: September 1, 2026

Our privacy promise: Protect what is entrusted to us. Collect only what we need. Use it responsibly. Keep it secure. Respect the confidence our clients place in us.

1. Purpose and Scope

Anderson Hunter Solutions, LLC ("Anderson Hunter Solutions," "AHS," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information obtained through our website, online forms, business social-media pages, digital advertising, and related online communications (collectively, the "Online Services").

This Policy applies to visitors, prospective clients, clients, and others who interact with our Online Services. It does not replace any service-specific privacy notice, engagement agreement, carrier notice, tax disclosure, authorization, or other notice that may apply to information collected while providing insurance, tax preparation, bookkeeping, business consulting and solutions, notary, or nonprofit services. If a service-specific notice conflicts with this Policy, the more specific notice controls for that service.

2. Information We May Collect

Information you provide

- Contact information, such as your name, email address, telephone number, mailing address, and preferred method of contact.
- Information submitted through contact, consultation, booking, newsletter, request-for-information, quote-request, or feedback forms.
- Messages, comments, reviews, reactions, tags, mentions, photographs, or other content you share with or about our business on social media.
- Basic service-interest information, such as the type of assistance you are seeking and your preferred appointment time.
- Payment or transaction-related information processed by an authorized payment provider when online payment is available. We generally do not receive or store complete payment-card numbers.
- Any other information you voluntarily provide through the Online Services.

Information collected automatically

When you use our website or interact with digital content, we and our service providers may automatically receive technical and usage information, including:

- Internet Protocol (IP) address, browser type, device type, operating system, language, and general location derived from an IP address.
- Pages viewed, links selected, dates and times of visits, referring pages, session activity, and website performance or error information.
- Cookie, pixel, tag, local-storage, or similar identifiers used for essential site functions, preferences, security, analytics, and—when enabled—advertising measurement.

Information from other sources

We may receive information from website hosts, scheduling tools, analytics providers, advertising platforms, social-media platforms, referral partners, public sources, insurance carriers or agency partners, tax or bookkeeping platforms, and other service providers, subject to their terms and applicable law.

3. Sensitive Information and Secure Submission

Do not send Social Security numbers, driver's-license numbers, account credentials, full financial-account numbers, tax records, medical information, insurance application details, or other highly sensitive information through public social-media posts, comments, direct messages, ordinary email, or a general website contact form.

When sensitive information is needed to provide a service, we will direct you to an approved secure portal, encrypted document-transfer method, carrier or vendor platform, or another appropriate process. Information submitted through those systems may also be governed by separate privacy notices and terms.

4. How We Use Information

- Respond to questions, requests, messages, comments, reviews, and appointment inquiries.
- Provide information about our services and determine how we may assist you.
- Schedule consultations, communicate about appointments, and support client relationships.
- Operate, maintain, personalize, troubleshoot, protect, and improve the Online Services.
- Understand audience engagement, evaluate website and campaign performance, and improve content and outreach.
- Send service-related communications and, where permitted, marketing communications. You may opt out of promotional email or text messages using the instructions provided in the message.
- Prevent fraud, misuse, security incidents, unlawful activity, or violations of platform rules.
- Comply with legal, regulatory, licensing, carrier, tax, professional, contractual, recordkeeping, and reporting obligations.
- Establish, exercise, or defend legal claims and protect the rights, safety, property, and interests of AHS, our clients, and others.

5. Cookies, Analytics, and Advertising

Our website provider and other technology partners may use cookies and similar technologies. Some are necessary for site operation, security, accessibility, forms, scheduling, or preferences. Others may help us understand traffic, measure content or advertising, or improve the visitor experience.

You can manage cookies through available website settings and your browser or device controls. Blocking some cookies may affect website functionality. Browser-based "Do Not Track" signals are not interpreted consistently across the industry; we respond to legally required browser or device preference signals when applicable to our operations.

6. Social Media

AHS may maintain business pages or accounts on platforms such as Facebook, Instagram, LinkedIn, Google Business Profile, or other social networks. When you interact with those pages, both AHS and the platform may receive information about your activity. The platform independently controls much of that collection and use under its own privacy policy, settings, and terms.

- Content posted publicly—including comments, reviews, reactions, tags, or photographs—may be visible, copied, indexed, or shared by others. Please do not post confidential or sensitive information.
- We may respond to public comments or reviews and may move a conversation to a private or secure channel when account-specific or sensitive information is involved.
- We may hide, remove, report, or moderate content that contains private information, harassment, unlawful material, spam, or content inconsistent with platform rules.
- We will request permission before intentionally using a private message, identifiable client story, testimonial, or client-supplied photograph in our own promotional materials, unless the content was submitted under terms that clearly authorize that use.
- Deleting content from our page may not remove copies retained by the platform, search engines, screenshots, reshares, or other users.

7. When We May Disclose Information

We may disclose information as reasonably necessary to:

- Vendors and service providers that support website hosting, forms, scheduling, communications, analytics, advertising, payments, security, records, and other business operations.
- Insurance carriers, agency partners, tax and bookkeeping platforms, professional advisers, or other authorized parties when needed to respond to your request or provide a service and when permitted by law.
- Government authorities, courts, regulators, law enforcement, or other parties when required by law, legal process, licensing requirements, or to protect rights and safety.
- A successor or participant in a merger, reorganization, financing, asset transfer, or similar business transaction, subject to appropriate confidentiality and legal requirements.
- Other parties at your direction, with your authorization, or as otherwise described when information is collected.

AHS does not sell personal information for money. We may use digital advertising or analytics services that receive online identifiers or activity data; depending on applicable law, certain disclosures for cross-context behavioral advertising may be treated as a "sale," "sharing," or targeted advertising. Where required, we will provide an appropriate method to exercise related rights.

8. Data Security

We use reasonable administrative, technical, and physical safeguards appropriate to the nature of the information and the size and scope of our operations. These may include access controls, secure portals, reputable service providers, authentication practices, staff procedures, backups, and secure disposal. No website, social-media platform, transmission method, or storage system can be guaranteed to be completely secure.

9. Retention

We retain information only as long as reasonably necessary for the purposes described in this Policy, to maintain business and client records, and to satisfy legal, regulatory, licensing, carrier, tax, professional, contractual, dispute-resolution, and security requirements. Retention periods vary based on the type of information and service. We may delete, de-identify, or aggregate information when it is no longer reasonably needed.

10. Your Choices and Privacy Requests

- **Marketing:** Use the unsubscribe instructions in promotional email or reply STOP to eligible marketing text messages. Service and transactional messages may still be sent when necessary.
- **Cookies and advertising:** Use available cookie controls, browser settings, device settings, and platform advertising preferences.
- **Social media:** Adjust your platform privacy settings, remove your own content where available, or contact the platform concerning information it controls.
- **Access, correction, or deletion:** You may ask us to review, correct, or delete personal information we control. We may need to verify your identity and may retain information when permitted or required by law.
- **Authorized agents and appeals:** If applicable law grants these rights, an authorized agent may submit a request on your behalf, and you may appeal a denied privacy request by contacting us again and identifying the request as an appeal.
- **Non-discrimination:** We will not unlawfully discriminate against you for exercising an applicable privacy right.

11. Children's Privacy

The Online Services are intended for a general audience and are not directed to children under 13. We do not knowingly collect personal information online from children under 13 without appropriate parental consent. If you believe a child has provided personal information through our Online Services, please contact us so we can review and address the matter.

12. Third-Party Links and Services

The Online Services may link to or integrate with third-party websites, portals, social networks, scheduling tools, payment processors, insurance carriers, tax or bookkeeping platforms, or other services. We do not control the privacy, security, availability, or content of those third parties. Review their privacy notices before providing information.

13. Visitors Outside the United States

AHS is based in Kentucky and primarily serves clients in the United States. If you access the Online Services from another country, your information may be processed in the United States, where privacy laws may differ from those in your location. Contact us before submitting personal information if you have questions about cross-border processing.

14. Changes to This Policy

We may update this Policy to reflect changes in our Online Services, business practices, technology, or legal requirements. The revised Policy will be posted with a new "Last updated" date. When appropriate, we may provide additional notice of material changes.

15. Contact Us

For privacy questions or requests, contact Anderson Hunter Solutions, LLC through the contact information or contact form published on our official website. Please write "Privacy Request" in the subject line or at the beginning of your message. Do not include highly sensitive information in an ordinary email or general contact form.

Anderson Hunter Solutions, LLC

Serving with Integrity. Growing with Purpose.