

Privacy Policy

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Rev. 4/14

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FACTS	What does Umpqua Bank do with your personal information?
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
What?	The types of personal information we collect and share depend on the product or service you have with us. This information can include: <ul style="list-style-type: none"> - Social Security number and income - account balances and payment history - Credit history and credit scores When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.
How?	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Umpqua Bank chooses to share; and whether you can limit this sharing.

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Reasons we can share your personal information	Does Umpqua Bank share?	Can you limit this sharing?
For our everyday business purposes - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes - to offer our products and services to you	Yes	No
For joint marketing with other financial companies	Yes	No
For our affiliates' everyday business purposes - information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes - information about your creditworthiness	No	We don't share
For our affiliates to market to you	No	We don't share
For non-affiliates to market to you	No	We don't share

Questions?	Call toll-free 800-650-7141
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Who we are

Who is providing this notice?	Umpqua Bank and its affiliates.
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What we do

How does Umpqua Bank protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We restrict access to customer information to employees requiring that information to provide products or services to you. We educate our employees about the importance of confidentiality and customer privacy, and data security.
How does Umpqua Bank collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> - open an account or deposit money - pay your bills or apply for a loan - use your credit or debit card We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> - sharing for affiliates' everyday business purposes-information about your creditworthiness - affiliates from using your information to market to you - sharing for non-affiliates to market to you State laws and individual companies may give you additional rights to limit sharing.

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Definitions

Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. <i>Umpqua Bank does not share with our affiliates</i>
Non-affiliates	Companies not related by common ownership or control. They can be financial and non-financial companies. <i>Umpqua Bank does not share with non-affiliates so they can market to you</i>
Joint marketing	A formal agreement between non-affiliated financial companies that together market financial products or services to you. <i>Our joint marketing partners include issuer of Umpqua's credit card and credit life insurance provider.</i>

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Other important information

For California residents only: California law places additional limits on sharing information about California residents. In accordance with California law, we will not share information we collect about California residents with outside companies, except as permitted by law, such as with the consent of the customer or to service the customer's accounts.

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