

## Biometric Data Privacy Notice

The National Life Group (“NLG”) Biometric Data Privacy Notice (“Notice”) detailed below describes the type of biometric data we collect, how we use and share that information, and how we store and retain it. In reviewing this Notice, we encourage you to also review the National Life Group Privacy Policy for more information about our overall privacy practices, as well as details about other rights you may have under certain federal and state laws when you use, subscribe to, or interact with certain NLG products or services.

### WHAT BIOMETRIC DATA DOES NLG COLLECT AND HOW IS IT USED?

At this time, NLG only collects and uses biometric data if an agent or customer voluntarily chooses to enroll in our voice authentication service. This service allows secure authentication to access your policy or contract by using your voiceprint, a binary computer file that contains specific characteristics of your voice, to confirm your identity. The service offers identity and access protection to agents and customers who opt in. For example, when you contact NLG by calling one of our call centers, you may be asked whether you would like to enroll in our voice authentication service for authentication and fraud prevention purposes. For purposes of this Notice, when we talk about biometric data we are referring to the biometric information we collect about you (your voiceprint) based on your decision to enroll in our voice authentication service.

By voluntarily enrolling in our voice authentication service, NLG, through a trusted third-party service provider, will convert your voice into a digital voiceprint. Your voiceprint then essentially acts as a password to facilitate authentication of your identity by comparing your voice in future calls to a digital voiceprint stored on file. Once you enroll in our voice authentication service, your voiceprint is captured and stored for future use. If you later choose to un-enroll and opt-out of participating in the voice authentication service, NLG will have your voiceprint deleted.

### WHEN AND WITH WHOM DOES NLG SHARE OR SELL YOUR BIOMETRIC DATA?

NLG does not sell your biometric data to any third party for any purpose. We may share or disclose your biometric information to a limited number of third-party service providers for the purpose of supporting the voice authentication service. These third-party service providers are only authorized to access or use your biometric data as necessary to provide these services on our behalf.

NLG maintains written agreements with these third-party service providers that require them to keep your biometric data confidential and secure, and prohibit them from using the information for any other purpose.

## **HOW DOES NLG PROTECT YOUR BIOMETRIC DATA AND FOR HOW LONG DOES NLG KEEP IT?**

NLG's vendor only stores a voiceprint, and not an audio file that could be listened to by anyone. Additionally, we use reasonable security, including technical, physical, and administrative controls, to secure the information we collect and maintain about agents and customers.

NLG retains your voiceprint for as long as you remain enrolled as an active participant in the voice authentication service, or for one year from the last time your voiceprint was used to authenticate you, whichever is shorter. If you elect to enroll but later choose to un-enroll and opt-out of participating in the Voice ID service, NLG will have your voiceprint deleted.

## **HOW TO CONTACT US WITH QUESTIONS ABOUT NLG'S PRIVACY PRACTICES?**

If you have questions about NLG's biometric privacy protections and practices, or if you want to un-enroll from the voice authentication program, please call 1-800-732-8939.