

# Interior Federal Credit Union Online Privacy and Security

At Interior Federal Credit Union, we strive to deliver the highest level of security to protect your personal and account information from identity theft and fraud. The strength of your login credentials is an integral element of this protection.

## Username Requirements

- Must be between **6 - 20 characters**
- Cannot be all numbers (can be all letters or characters)
- Can contain letters, numbers and the following special characters: @\$\*\_-=.!~
- Cannot contain any whitespace (Spaces not allowed)

## Password Requirements

- Must be between **6 and 32 characters**
- Must contain characters from two of the following three categories: Letters, Numbers, Special characters
- Cannot contain any whitespace (Spaces not allowed)
- Cannot be a substring of the username

## Multi-Factor Authentication

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When you attempt to login from a new computer/device, or perform certain transactions or functions within the system, you will receive an instant, one-time access code, to either a phone number or email you provide during setup, to authenticate you as the true “user”. Coupled with your login credentials, this provides an even more secure login process.

## Cookies

### *What Are Cookies*

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored; however, this may downgrade or 'break' certain elements of the sites functionality.

### *How We Use Cookies*

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases, there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave on all cookies if you are not sure whether you need them or not in case they are used to provide a service that you use.

### *Disabling Cookies*

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

### *The Cookies We Set*

This site offers newsletter or email subscription services, and cookies may be used to remember if you are already registered and whether to show certain notifications which might only be valid to subscribed/unsubscribed users.

From time to time we offer user surveys and questionnaires to provide you with interesting insights, helpful tools, or to understand our user base more accurately. These surveys may use cookies to remember who has already taken part in a survey or to provide you with accurate results after you change pages.

When you submit data to the credit union through a form such as those found on contact pages or comment forms, cookies may be set to remember your user details for future correspondence.

### *Third Party Cookies*

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics

solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook, Twitter, will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

### *More Information*

Hopefully that has clarified things for you and as was previously mentioned if there is something that you aren't sure whether you need or not it's usually safer to leave cookies enabled in case it does interact with one of the features you use on our site. However if you are still looking for more information then you can contact us through one of our preferred contact methods.

### **Phone: 800-914-8619**

E-Mail Communication: Personal information transmitted to Interior Federal Credit Union may be used by credit union staff to respond to inquiries for service or information or improve the service the credit union provides. Since e-mail communication may not be secure against interception by unauthorized individuals, users may want to seek alternatives to e-mail when it is necessary to provide sensitive or personal information. Likewise, the credit union will not transmit sensitive or personal information that can compromise or violate a user's privacy when communicating via e-mail.

Web Site Links: As a courtesy to our members, we may provide links to other related web sites that we feel may be of interest or use to you. We assume no responsibility for the availability or content of these sites. The addition of any of these links is not to be construed as an endorsement of any services offered by these sites.

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