

# SECURITY

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## Security Online

At Upstate Agency, LLC., the security of your nonpublic personal and health information is a top priority. We employ extensive security measures in order to insure a safe and reliable online experience for our customers. Described below are some of the security measures we employ.

## How We Handle E-mail

E-mails sent by using the Contact Us link on our regular Web site may not be secure so you should not include confidential information in your e-mail correspondence to us. We will not include confidential nonpublic personal information in our responses to you through this medium. If the need arises that we need to send confidential information to you through email, we will use an encrypted email system. You have the option of contacting us by phone, U.S. mail, by visiting our office or one of Glens Falls National Bank and Trust Company's nearest community banking offices.

## Firewalls

Upstate Agency, LLC.'s computer connects to the Internet through a Firewall. A Firewall is a system designed to prevent unauthorized access to or from a network.

## Security Tips

Even though we employ the latest technologies and security precautions to ensure you a safe and secure online experience, you play an important role in helping us make your accounts as secure as possible. We strongly encourage you to do the following:

- 1) Keep any User ID(s) and Password(s) confidential;
- 2) When creating Password(s) use something that is not easily discernible; use a combination of alpha, numeric and special characters in your passwords (refrain from using birthdays, child's names, etc.);
- 3) Change your Password(s) routinely and often; and
- 4) Use different Password(s) for each online service you utilize.

**Upstate Agency, LLC.**