PRIVACY STATEMENT

WHAT DOES WESTERN UNION DO WITH YOUR PERSONAL INFORMATION?

Why?
Financial companies choose how they share your personal information, whether you send money, receive money, or use any other financial services that we offer. We share personal information about you, Federal law gives consumers the right to limit some but not all sharing of personal information.

For everyday business purposes such as to process your transactions; manage your consumer relationships; provide requested products and services; maintain your account(s); respond to your requests; and conduct investigations to create a safe, reliable, and secure environment, we share personal information about website and application access, usage and performance; enhance your consumer experience; validate your creditworthiness or your identity; provide in connection with a merger, acquisition, or sale of the company or any of its assets; make decisions regarding fraud and other illegal activity or, as otherwise permitted by law.

For joint marketing with other financial companies.

For our affiliates’ everyday business purposes such as information about your transactions and activities

For our affiliates’ everyday business purposes such as information about your creditworthiness

For our affiliates to market to you

For nonfillets to market to you

We also collect your personal information from other companies or government agencies, and consumer reporting agencies.

We call this sharing "limit sharing,

You can call us at 1-800-562-2598. Our menu will prompt you through your choice of sharing.

For registered users, visit us online: westernunion.com, log into your account and edit your Profile settings.

Email privacy@westernunion.com

If you are a new customer or customer, we can begin sharing this information with our affiliates to continue to share this information is described below. However, you can contact us at any time to limit your sharing.

Questions?
1-800-562-2598 or go to www.westernunion.com and click on the "Contact Us" link at the bottom of the page.

Who are we providing this notice to?
Western Union Financial Services, Inc., Western Union International Services, LLC.

What do we do?
Maintaining Western Union protect your personal information

For our marketing purposes such as to offer our products and services to you or notify you about future events and promotions

For joint marketing with other financial companies.

We collect your personal information, for example, when you:

Send or receive money, tell us who to send the money, tell us where to send the money, complete a payment, or use or request other products or services from us or other financial companies

Use your credit or debit card or pay us by check

Open an account or submit information to us, Agents, or our affiliates, or our companies, forms, or by other means

Give us your contact information

Show your government-issued (ID) or driver’s license

Use or visit our or other online sites or mobile applications

Enter a promotion, register for email alerts or marketing communications, or join a loyalty program.

Information sharing

Federal law gives you the right to limit only

Sharing for our affiliates’ everyday business purposes—

Information about your creditworthiness

Affiliates if using our information to market to you

Sharing for nonfillets to market to you

State laws and individual companies may give you the right to limit more or less. See below for more on your rights under state law.

What happens when I limit sharing for an account I hold jointly with another person?

Western Union does not provide individual or joint accounts.

Definitions

Companies related by common ownership or control. They can be financial and nonfinancial companies.

Our affiliates include companies with a Western Union or Custom House name and financial companies such as Western Union Financial Services, Inc.

Non affiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

Western Union does not share with nonfillets so they can use the same information.

Joint Marketing

A formal agreement between nonfinancialized financial companies that together market financial products or services to you.

Our joint marketing partners may include banks, credit card companies, mortgage companies, mortgage originators, and other financial companies.

It’s not unusual for us to share your personal information with third parties in the process of completing your transaction.

You may revoke your consent of any time by calling us at 1-800-562-2598, or by writing or emailing us at the addresses below. California consumers should contact us at the mailing address below for instructions on how to deliver their consent.

Email privacy@westernunion.com

Mail to:
Western Union: Financial Services, Inc.
Western Union Privacy Office
700 East Bellevue Avenue
Dayton, OH 45409

TEXAS CONSUMERS

If you have a complaint, first contact the consumer assistance division of Western Union Financial Services, Inc. at 1-800-562-2598. If you still have an unresolved complaint, you may file a complaint with the Commissioner of Securities or findings of Commerce, or the Division of Consumer Protection, Office of the Nevada Attorney General (555 E. Washington Ave, Ste 9500, Las Vegas, NV 89101; telephone 702-466-3332; email: BCIN@O AttorneyGeneral.nv.gov)

CHILDREN’S PRIVACY

Western Union does not knowingly collect or maintain information about our website from persons under the age of 13.

A record of your communications is made and is available for at least 10 years for regulatory purposes.

April 2021