



PRIVACY POLICY

Our Commitment to Your Privacy

We take a serious approach to privacy issues, we treat your information as it if were our own; more specifically, we do not want our personal or private information available to just anyone, at least not without our expressed consent.

The information that we collect

This privacy policy applies to all information that we collect through consultations, direct communications or through our online resources; information such as First and Last name, addresses (street or mailing, if they are different), City, State, Zip Code, Telephone numbers and email addresses.

Additional information that we collect as part of our engagement services is only made available to those that are actively managing specific services on your behalf, such as, your account representative, our administrative team or your creditors (*where that information is relevant to your relationship with that creditor*).

We never disclose or validate personally identifiable information with third parties, such as Bank or Credit Account Numbers, Date of Birth or Social Security Numbers; we redirect these requests to our clients, so the client may disclose information at their own discretion. Furthermore, we do not complete requests made by telephone or email, unless we originated the communication and *know* with whom we are providing information to; as a default, we require all information requests be made in writing.

The only exception would be in the event we receive a lawful request for otherwise privileged information from a court, law enforcement official or government agency in the performance of their duties; additionally, the client will be notified that such a request was made and who made it.

Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Additionally, only the client is empowered, or may direct us, to make corrections to erroneous information we maintain in their client file; corrections can only be made in writing or in person, where the client's identity can be easily confirmed.

How to Contact Us

Should you have other concerns or questions regarding our privacy policy, please feel free to contact us; both general and specific contact information is available on our web page at: <http://www.mcresrvcs.com/>. Alternatively, you can direct your concerns or questions to our Customer Solutions team via the email address shown below, or by this link [Send Email](#).

Thank you,

Customer Solutions