

FACTS

WHAT DOES THE PENNSYLVANIA HIGHER EDUCATION ASSISTANCE AGENCY (PHEAA) DO WITH YOUR PERSONAL INFORMATION?

Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some, but not all, sharing. Federal law also requires us to tell you how we collect, share and protect your personal information. Please read this notice carefully to understand what we do.
What?	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> ▪ Social Security number and income ▪ Account balances and payment history ▪ Account transactions and employment information <p>When you are no longer our customer, we continue to share your information as described in this notice.</p>
How?	All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons PHEAA chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does PHEAA share?	Can you limit this sharing?
For our everyday business purposes — such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes — to offer our products and services to you	Yes	No
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes — information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes — information about your creditworthiness	No	We don't share
For nonaffiliates to market to you	No	We don't share

Questions?	Call 1-800-233-0557 or go to www.pheaa.org/about/privacy-policy.shtml
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Who we are

Who is providing this notice?

The Pennsylvania Higher Education Assistance Agency (PHEAA)

What we do

How does PHEAA protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

How does PHEAA collect my personal information?

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

- Open an account or give us your contact information
- Pay your bills or apply for a loan
- Provide employment information

We also collect your personal information from other companies.

Why can't I limit all sharing?

Federal law gives you the right to limit only:

- Sharing information about your creditworthiness with our affiliates for their everyday business purposes
- Affiliates from using your information to market to you
- Sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing.

Definitions

Affiliates

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

- PHEAA has no affiliates.

Nonaffiliates

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

- PHEAA does not share with nonaffiliates so they can market to you.

Joint marketing

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

- PHEAA doesn't jointly market.

Other important information

The Pennsylvania Higher Education Assistance Agency also does business as American Education Services (AES) and FedLoan Servicing.