

Privacy Protection

Privacy Protection provides liability coverage and expense reimbursement for claims alleging **Wrongful Privacy Acts** that are not electronic in nature.

See Internet Banking Liability coverage for privacy coverage related to electronic media.

Key Definition

Wrongful Privacy Acts are defined as the negligent management, oversight or preservation of confidential customer information by the Insured, which results in the intentional misuse of such confidential customer information by an employee or other unauthorized person.

Key Features

- » Privacy Liability affords personal injury liability coverage for Wrongful Privacy Acts.
- » Privacy Liability Mitigation Expense indemnifies the bank for expenses incurred to minimize its liability in the case of unauthorized access to customer information, including costs to:
 - › Notify customers,
 - › Change account numbers,
 - › Reissue plastic cards,
 - › Provide basic credit monitoring services, and
 - › Hire a public relations consultant.

Availability

Coverage is available as a sub-limit of the D&O Policy.

For Example

In each these cases, the bank notified customers, reissued plastic cards, and provided credit monitoring services to mitigate potential liability.

- › Work papers were stolen from a bank examiner's vehicle containing customer data from two banks.
- › Laptop computers were stolen from a bank when staffers were away from their desks.
- › Reports containing data about more than 1,000 customers were stolen from the car of a bank officer while it was parked in a hotel garage.
- › A laptop containing data for thousands of customers was stolen from a bank's vendor.
- › A bank's computer tape shipped to a credit reporting bureau was lost in transit.