

Privacy Statement - Elderado Financial

Reviewed January 8, 2025

We Respect Your Privacy

Protecting your privacy and the confidentiality of your personal information has always been fundamental within Elderado Financial Inc. (EFI) whether we do business with you in our office, over the phone, or through the Internet. We strive to provide you with the best customer service. To us, that includes treating you with respect and keeping your information secure. All employees of EFI are aware of the procedures that must be taken to safeguard client information. We specify in our employee training and regularly confirm in writing our commitment to confidentiality. Procedures are in place to protect client information.

How We Gather Information

For the most part, EFI only collects non-public personal information about you that you or your financial service providers have given us. For example, when you fill out an application, call us with questions, or otherwise make an inquiry, you provide us with information about yourself. We also receive information about you as part of the normal administration of your account, such as from account changes, legal documents, or government notices. The personal information we collect includes items such as your name, social security number, address, assets, income, and date of birth. We also maintain records of your account transaction history.

We May Provide Information to Service Your Account

We maintain your information at EFI and share your information with our custodian, Charles Schwab, and other service providers that enable us to effectively manage client information and client accounts. Under no circumstances do we sell customer lists or information to others. We may release your information to parties outside EFI and Charles Schwab only under the following circumstances:

1. For servicing purposes, we give a limited amount of information, only as necessary, when consulting with your financial service providers to research and find solutions to your investment needs. This may include your attorneys, your accountants, and your bankers.
2. When required or permitted by law, we must give information in response to a valid demand, search warrant or other legally valid inquiry or order. We may disclose information to the authorities to serve a clear public interest and fulfill our public duty - such as to protect against fraud, money laundering or other criminal activity.

Protecting Your Personal Information

We will make reasonable efforts to keep your information accurate and up to date. Having accurate information about you enables us to give you the best possible service. Allowing us to share your information within EFI and Charles Schwab means updates to your information can be made once and be effective for all the products and services you have with Charles Schwab.

You can help by keeping us informed of any changes such as if you move or change telephone numbers. If you find any errors in our information about you, let us know and we will make the corrections immediately and make sure they are conveyed, if necessary, to Charles Schwab.

We will give you access to the information we have about you. Most of this information is in the form of your transaction records. These are available to you through your account statements, or by requesting via phone, email, or mail.

Former Clients

This privacy policy will continue to apply if you become a former client (i.e. your account closes) or if your account becomes inactive.

For More Information

If you have questions about our privacy policy, you can call 970-249-9900, text 970-444-9440, or email info@elderadofinancial.com.