

**FLORIDA DEPARTMENT OF EDUCATION
OFFICE OF STUDENT FINANCIAL ASSISTANCE
PRIVACY POLICY**

Protecting the privacy of your personal information is important to us at the Office of Student Financial Assistance (OSFA). We respect your right to privacy and recognize our obligation to keep information about you secure and confidential. We do not sell or share information about you or former customers with outside marketers, with the exception of companies we may contract with to provide collection services.

Because we want you to fully understand what information we may gather and how we may share it, this Privacy Policy explains our information collection, use, retention and security procedures.

THE INFORMATION WE MAY GATHER ABOUT YOU:

Name and address	Income/Employment information
Social Security or taxpayer identification number	Assets
Account balance	Payment history
Accounts at other institutions	Credit report
Promissory notes	Parental data
Loan application	

SHARING OF INFORMATION

We do not share any information we have about you, nor the fact that you have received student financial assistance, except as permitted by law (for example, we share information with our contracted collection agencies, schools, lenders, and the United States Department of Education, as needed, to administer your loan). Only the information necessary for the contractor to carry out its assigned responsibilities is shared. We require our contractors to treat your private information with the same high degree of confidentiality that we do.

HOW WE MAINTAIN AND SAFEGUARD YOUR PERSONAL INFORMATION

We maintain physical, electronic and procedural practices that comply with federal and State standards to store, retain and secure information to protect you from unauthorized access, alteration or destruction of your information. Access to your private information is restricted to OSFA employees and contractors who require the information to carry out their assigned responsibilities.

WHAT YOU CAN DO

For your protection, we recommend that you **DO NOT** provide your student loan account information, user name, or password to anyone outside OSFA. If you become aware of any suspicious activity relating to your account, please contact us immediately.

WE WILL KEEP YOU INFORMED

Federal Law requires OSFA to provide access to our Privacy Policy to OSFA customers. OSFA maintains our Privacy Policy on our website at <http://www.floridastudentfinancialaid.org/FFELP/>. The website address is provided on all billing statements. We reserve the right to modify this policy at any time.

OUR COMMITMENT TO YOU

We have created this policy to communicate our privacy commitment to you, satisfy your concerns, and serve your privacy needs.

**QUESTIONS: State-funded Grants, Scholarships and Forgivable Loans 1-888-827-2004
Federal Family Educational Loan Program (FFELP) 1-800-366-3475**