

SoFi Prepaid Card Privacy Notice

Date Last Updated – August 10, 2023

SCOPE

This Privacy Notice (“Notice”) explains SoFi’s collection, use, and sharing of personal information in the context of the issuance of your SoFi Bank prepaid card. This Privacy Notice does not cover the collection and use of your Personal Information by SoFi in the context of other SoFi products, services, or SoFi-branded websites and apps. For more general information about SoFi’s privacy practices, please visit [SoFi’s Privacy Policy](#).

For information concerning the collection, use, and sharing of personal information in the context of your Rapid Finance line of credit, you may review the information located at <https://www.rapidfinance.com/privacy-policy/>.

For purposes of this notice:

- The words “our,” “us,” “we,” and “SoFi” refer to SoFi Bank, N.A., as the issuer of the prepaid card.
- The term “you” refers to users of the prepaid cards provided by us.

Personal Information We Collect

When you agree to obtain proceeds of the loan via a prepaid card, we collect the following categories and pieces of information

- **Identification information** – including, name, date of birth, address, unique personal identifier(s), online identifier(s), Internet Protocol address (IP address), business name and address.
- **Contact information** – including, email address, phone number, username and passwords.
- **Transaction data** – including, billing address, credit or debit card number, merchant and location, purchase amount, and date of purchase.
- **Geolocation data (not precise)** – including, state, country and location associated with your I.P. address or office location.
- **Other information** related to your activities as a cardholder.

Sensitive Personal Information We Collect

- Social Security number

- Taxpayer identification number
- U.S.-issued government identification, such as driver’s license and passport.
- Bank routing and account number

Retention of Personal Information

We use the following factors to determine the retention period of personal information:

- as necessary in connection with the lawful purposes set out in this Notice;
- to comply with applicable laws; and
- to establish, exercise or defend our legal rights.

How We Collect Personal Information

We collect your personal information in the following ways.

- **Directly from you or through an authorized agent** - We collect your information you input through the Rapid website application or as part of the eligibility process.
- **Indirectly from you** - We may collect information indirectly from you through the use of your card.

Why We Collect and How We Use Your Personal Information

SoFi collects and uses your personal information primarily for the purposes of managing the cardholder relationship. We define the purposes for using your personal information, including sensitive personal information, in the following table.

Purpose for Collecting and Using Your Personal Information	Includes Sensitive Personal Information
To verify your identity	Yes
Provide, operate, and maintain your accounts and services	Yes
Communicate with you about our products and services, your financial accounts, investments, including	No

by sending announcements, updates, security alerts, and support and administrative messages	
Detect fraud or other types of wrongdoing	Yes
Manage and administer IT security, including access management	No
Enable and support site functionality and accessibility	No
Support other legitimate purposes reasonably required for day-to-day operations	No
Comply with laws and regulations under judicial authorization, or to exercise or defend legal rights	Yes

Personal Information Sold or Shared

SoFi does not Share or Sell, as defined under the CCPA, either your personal information or your sensitive personal information for any purposes.

Disclosure of Personal Information for Business Purposes

We rely on third-party applications, systems, and services, including cloud-based technology, to manage the customer relationship and enable operations to fulfill our business purposes. Before sharing your personal information with third-party providers, we carry out due diligence and enter into contracts to safeguard your information. In the event we are required to share your personal information outside the boundaries of a contract, we will thoroughly review and evaluate the legality of the request and our obligations to respond to it.

We share:

- **Data storage providers** – We use cloud-based providers to store your personal information using industry standard security controls.

- **Information technology systems and applications** – We rely on the services of third-party information technology and data processing services in the operation of our business.
- **Law and regulatory agencies** – We may be required to share your personal information in response to a valid subpoena or warrant from law enforcement agencies where we consider it necessary for the protection of our employees, members, customers, or our business interests.

If we receive a complaint or inquiry from you or a relevant regulator, we may share your personal information to facilitate proper handling of the matter.

We may also share your personal information, as necessary, to establish, exercise, or defend against potential, threatened or actual civil litigation or criminal prosecution.

Security

We take the privacy and security of our users' personal information seriously. We maintain administrative, technical, and physical safeguards designed to protect your information's security, confidentiality, and integrity.

Your Choices

We encourage you to take steps to manage control over your personal information when possible.

Declining to provide information – We need to collect personal information to provide certain services. If you do not provide the information we identify as required or mandatory, we may not be able to provide those services.

California Privacy Rights

California residents have the right to

- know what personal information we have collected about you, including the categories of personal information, the categories of sources from which the personal information is collected, the business or commercial purpose for collecting, selling, or sharing personal information, the categories of third parties to whom the business discloses personal information, and the specific pieces of personal information the business has collected about you;

- request the deletion of certain personal information collected by us;
- correct inaccurate personal information;
- know/access or receive a disclosure of your personal information;
- know what personal information is sold or shared and to whom;
- opt-out of the sale or sharing of your personal information;
- in certain cases, limit the use and disclosure of sensitive personal information; and
- no retaliation for opting out or exercising any other rights.

To exercise any of your privacy rights email us at privacy@galileo-ft.com.

Information of Children

Our services are not intended for children under 18 years of age. We do not knowingly collect personal information from an individual under age 18. If You are under the age of 18, please do not submit any personal information through the Website, app, or service.

We do not knowingly collect, sell, or share the personal information of children under the age of 16.

Contact

If you have any questions or concerns about this Notice or SoFi's privacy practices regarding your personal information, you can contact us in the following ways.

Email: privacy@galileo-ft.com

Phone: If you have any questions, please call us at 866-432-7689.

Mail-in: P.O. BOX 71402, Salt Lake City, Utah 85171