

Privacy Policy

Arrington Insurance of Florida Inc.

Effective Date: 10/2026 Last Updated: 10/2026

Website: www.arringtoninsurancefl.com

1. Scope and overview

Arrington Insurance of Florida Inc. ("Arrington Insurance," "we," "us," or "our") respects the privacy of people who visit our website, request insurance quotations, communicate with our agency, or receive insurance-related services. This Privacy Policy explains how we collect, use, maintain, disclose, and safeguard personal information in connection with our website and related agency activities. Additional privacy notices or authorizations may apply in connection with insurance applications, carrier transactions, and customer relationships.

2. Information we collect

Information you provide may include your name, email address, telephone number, ZIP code, mailing or property address, insurance type, details about property or vehicles to be insured, prior insurance information, and any information you include in an inquiry or insurance application. Information submitted during a quotation or insurance transaction may include additional personal, financial, or other sensitive details that are reasonably needed to assist with that transaction.

Depending on the website functionality and services enabled, our website platform may also process technical information, such as Internet Protocol (IP) address, browser or device details, activity timestamps, security logs, and cookie identifiers.

3. Sources of information

We receive information directly from individuals through our website forms, emails, phone conversations, text communications, and insurance documents. In connection with requested insurance services, we may also receive information from insurance companies and other authorized sources, subject to applicable law.

4. How we use information

- Respond to requests for quotes and other agency inquiries.
- Provide insurance quotations and assist with applications, underwriting communications, policy placement, renewals, and servicing.
- Maintain information about customers and prospects, including prior inquiries, so we can assist them if they request insurance services again.
- Communicate about coverage, service matters, renewals, and other insurance-related information.
- Maintain agency and regulatory records; protect agency systems; and respond to lawful obligations.
- Operate and secure our website and relevant business systems.

5. How we share information

Arrington Insurance of Florida Inc. does not sell customer personal information or provide customer lists to unrelated businesses for their own marketing or promotional purposes. We share information relevant to a requested quotation, application, policy, or service with insurance carriers and other authorized insurance-related parties as necessary or permitted by law. We maintain customer and prospect records in Agency Matrix. We use Wix to operate our website and process forms, Microsoft 365/Outlook for agency email, and Levitate for customer communications. These service

providers and their authorized subcontractors may process information in connection with the services they provide, subject to applicable legal and contractual requirements. Some vendors may use aggregated or de-identified data as permitted by applicable agreements and law. We may disclose information when required or permitted for regulatory compliance, fraud prevention, legal processes, and legitimate insurance servicing. Disclosures of nonpublic personal information remain subject to applicable insurance privacy requirements.

6. Website quote forms and email

When someone submits a quote request or inquiry through our Wix website, the submission is received within Wix and delivered to Arrington through email. Authorized agency personnel may use the information to respond, maintain a prospect record in Agency Matrix, and provide relevant details to insurance companies to seek quotations. Access to Wix form submissions is restricted to authorized agency personnel; no more than three individuals are expected to have access.

7. Email, phone, and text communications

We may contact customers and prospective customers by telephone, email, or text about requested quotations, renewals, coverage information, payment reminders, and other insurance-service matters. We use Levitate for certain customer email and text communications and do not use its optional AI drafting features for these communications. Levitate text recipients may reply STOP to opt out of further text messages through that service. Email recipients may follow an unsubscribe mechanism in a message, when provided, or contact us about their preferences. We obtain required consent for communications and honor legally applicable opt-out requests. A general website quote inquiry does not, by itself, enroll an individual in promotional email or automated marketing text programs.

8. Cookies and website technologies

Our website is hosted on Wix. Wix and integrated services may use cookies or similar technologies to support essential functions, security, and online forms. We do not intend to install third-party advertising pixels or separate marketing-tracking tools on Arrington's website. The exact technologies active on our website depend on the site configuration and are subject to review after publication. Visitors may control certain cookies through their browsers, although blocking them can affect site features. We will provide any additional notices and choices required by applicable law. Cookies operating on unrelated service providers' own websites, such as Levitate's website, do not necessarily operate on Arrington's website.

9. Sensitive information

Please do not include Social Security numbers, driver's license numbers, bank or payment-card information, medical records, or similarly sensitive information in the general website contact or quote-request message fields. If such information is needed for an insurance transaction, contact our agency to ask for an appropriate submission method. Information collected during insurance transactions is handled subject to applicable privacy, insurance, and other legal requirements.

10. Data security

We maintain measures intended to safeguard personal information from unauthorized access, use, alteration, or disclosure. Agency Matrix users have individual accounts, Microsoft 365 email accounts use multifactor authentication, and access to Wix form submissions is restricted to authorized agency personnel. Third-party providers maintain their own security arrangements, which may include access controls and encryption as described in applicable agreements. No Internet transmission or electronic storage system can be guaranteed completely secure.

11. Retention of information

We retain information about customers and prospective customers for insurance quotations, future inquiries, policy administration, recordkeeping, and other legitimate business purposes. Prior prospect information may remain in Agency Matrix to assist an individual who returns for another quotation; no fixed deletion period currently applies to those prospect records. Records in Wix, Microsoft 365, Levitate, and other services may be maintained for differing periods in accordance with service arrangements and legal requirements. Retention may continue after an inquiry or customer relationship ends where permitted or required by law. Privacy requests are evaluated in light of these obligations.

12. Privacy inquiries and applicable rights

Individuals may contact us to ask questions about information maintained by the agency or request access, correction, deletion, or other assistance. We will evaluate requests, verify identity where appropriate, and respond according to applicable law. Some information may need to be retained for insurance transactions, recordkeeping, fraud prevention, legal obligations, or other lawful purposes. This policy does not promise that every request can be fulfilled or create rights beyond those provided by applicable law.

13. Separate insurance privacy notices

Insurance companies may provide their own privacy disclosures, and additional notices or authorizations may be required in connection with certain insurance transactions. A carrier's notice does not necessarily replace any obligation applicable to our agency. This website Privacy Policy is not a substitute for separately required insurance privacy notices or delivery procedures.

14. Third-party sites and services

Our website may link to insurance carriers and other independent websites. Those third parties may have different information practices and privacy policies. We encourage visitors to review the applicable notices when leaving our site.

15. Children's privacy

Our website is intended for individuals seeking insurance information and services, not for children under the age of 13. We do not knowingly solicit personal information from children under 13 through the general website forms. If you believe a child has submitted information in error, contact us so we can review the concern and take appropriate action under applicable law.

16. Security incidents

If we identify a suspected or actual incident involving personal information, we will assess the circumstances and take actions required by applicable law, which may include investigation, containment, remediation, coordination with relevant service providers, and notification to affected individuals or authorities where required. This description does not guarantee that an incident cannot occur.

17. Changes to this policy

We may update this policy as our services, technology, practices, or legal requirements change. When we make changes, we will update the date stated above and provide any additional notice or choice required by law.

18. Contact us

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