

PRIVACY POLICY AND BUSINESS CONTINUITY PLAN

PRIVACY POLICY

The following information contains the AVANZA CAPITAL MARKETS, INC. (ACMI) privacy policy designed to protect the confidentiality of current or former customers (“you”) of ACMI. ACMI has established a relationship with you as a result of your opening a brokerage account with ACMI, a licensed broker/dealer, or with a licensed broker/dealer that utilizes ACMI to effect securities transactions for your account or perform other brokerage services. This means we receive your nonpublic personal information for the sole purpose of servicing your account. This information is presented to you in conformity with 15 U.S.C. 6801-6810 and the Securities and Exchange Act of 1934 as amended by 15 U.S.C. 6801-6810. The nonpublic personal information, which identifies you or your account, is hereafter referred to as “personal information”. Maintaining personal information securely and confidentially is a ACMI priority. The following information will explain our privacy policy in more detail.

YOUR NONPUBLIC PERSONAL INFORMATION

ACMI does not sell your nonpublic personal information. We will only disclose your nonpublic personal information, which includes any personally identifiable information about you, as indicated in this policy, if we have obtained your consent or we are required by law to disclose such information.

NONPUBLIC PERSONAL INFORMATION COLLECTED

In order to provide you with the highest quality of service, ACMI collects the following types of nonpublic personal information:

1. Information from you.
 - a. Information you provide on an application for an account, a loan, debit card or in connection with an account or any other financial product or service, whether in writing, in person, by telephone, electronically or by any other means, such as your name, address, social security number, assets, income, and debt; and
 - b. Information we obtain for the purpose of tax reporting to you and to the various agencies to which we report as required by law, including disclosures on various Internal Revenue Service (IRS) forms that we collect for tax reporting purposes.
2. Information about your transactions with us.
 - a. Information that relates to account balance, payment history, trading activity and any other such transactions for which ACMI provides brokerage services;
 - b. Information we collect as part of authentication for purposes of servicing your account in a secure and confidential fashion; and

c. Information we collect through an Internet “cookie” (an information collecting device from a web server).

3. Information about your transactions with nonaffiliated third parties.

a. Information provided to other nonaffiliated third parties as required by law, including information shared in connection with a subpoena or other legal document compelling our compliance; and

b. Information provided to financial institutions with which we have a joint marketing agreement.

4. Information from a consumer-reporting or other information agency.

a. Information from a consumer reporting agency regarding your creditworthiness or credit history or other information with regards to lending;

b. Information about the fact that you are a customer of ACMI and we have provided you a financial product or service; and

c. Information from other outside sources regarding their employment of, credit to, or other relationship with you, or verifying representations made by you, such as your employment history, loan or credit card balances, or regarding checks on your background, appearance on government or other lists or other news or information services.

NONPUBLIC PERSONAL INFORMATION DISCLOSED

In the ordinary course of providing financial services for your account, nonpublic personal information is disclosed to nonaffiliated third parties as required by law or with your authorization. In addition, we may disclose the information we collect to financial institutions with whom we have a joint marketing agreement.

AFFILIATES AND NONAFFILIATED THIRD PARTIES TO WHOM WE DISCLOSE

ACMI has an affiliation with Avila Capital Markets Group, LLC and its subsidiaries. The sharing of your information with our affiliates enables us to serve you more efficiently and with makes it more convenient for you to do business with us. We only share your information with our affiliate when an agreement between you and our affiliate is in place and then only when it serves to benefit you. ACMI does not disclose any nonpublic personal information about you except as permitted by law or with your authorization.

FORMER CUSTOMERS

ACMI only will disclose nonpublic personal information about former customers as required by law or with their authorization.

PRIORITIZING SECURITY OF INFORMATION

ACMI is committed to maintaining appropriate measures to insure that your information is secure and confidential. ACMI information and security procedures include, but are not limited to, the following features:

- Access controls on customer information systems, including controls to authenticate and permit access only to authorized individuals and controls to prevent employees from providing customer information to unauthorized individuals who may seek to obtain this information through fraudulent means.
- Physical access restrictions at locations containing customer information, such as buildings, computer facilities, and record storage facilities to restrict access to unauthorized individuals.
- Encryption of electronic customer information where appropriate.
- Stringent pre-employment screening, including fingerprinting, and segregation of duties for employees with responsibilities for or access to customer information.
- Monitoring systems and procedures to detect actual and attempted attacks on or intrusions into customer information systems.
- Response programs that specify actions to be taken when ACMI suspects or detects that unauthorized individuals may have gained access to customer information systems.
- A disaster recovery plan to protect against loss of or damage to customer information due to potential environmental hazards, such as fire and water damage or technological issues.
- ACMI regularly revises and updates its information security program to keep pace with changes in technology.

ACMI is a member of the Financial Industry Regulatory Authority <http://www.finra.org/> and the Securities Investor Protection Corporation <https://www.sipc.org/>

BUSINESS CONTINUITY PLAN

ACMI has developed a Business Continuity Plan (“BCP”) on how our Firm will respond to events that significantly disrupt our business. Since the timing and impact of disasters and disruptions are unpredictable, our Firm has an obligation to prepare for unforeseen events as they occur. Our BCP is designed to permit our Firm to resume operations in a reasonable amount of time at a secure remote location, given the scope and severity of a major event.

VARYING DISRUPTIONS If a business disruption affects only our Firm or a specific building within our Firm, we will transfer our operations to a local worksite. In a disruption affecting our business district, city, or region, we will transfer our operations to an alternate worksite outside of the affected area. In either situation, we plan to continue conducting business and notify our clients on how to contact us through a voice message when you call our main phone number. In order to accommodate our recovery time objective, telephone service will continue at the alternate worksite and normal work processes will

resume at the alternate worksite. Recovery times may vary depending on the nature and severity of the disruption; however, our recovery time objective for mission critical operations is 0-12 hours. If the significant business disruption is so severe that it prevents us from conducting business, we will update our voice message.

CONTACTING US

At a minimum, ACMI business continuity plan is reviewed and updated on an annual basis. Additionally, our primary internal and external application providers periodically conduct testing of their own back-up capabilities to ensure that, in the event of an emergency or significant business disruption, they will be able to provide us with the critical information and applications we need to continue or promptly resume our business. Our business continuity plan is designed to allow us to continue to provide the quality service you have come to expect from ACMI.