

Allegiance Child Support Enforcement Company Policy Statements

- Online Privacy Statement -

ACSE is committed to providing you with excellent service. Because we respect your right to privacy, we have developed this Online Privacy Statement to inform you about our privacy practices for the entire ACSE site.

Overview

Privacy is of great concern to most users of the Internet, and is a critical part of an enjoyable and satisfactory user experience. We at ACSE are acutely aware of and sensitive to the privacy concerns of our subscribers and other visitors to our Web site. Whether you are a customer of our various services or a visitor to our site, we assure you that we do not collect personal information from you unless you provide it to us. If you are enrolling for a ACSE service through the Online Application ("Application") or submitting information about the Non-Custodial Parent, you may be asked to provide certain personal information. Please note, however, that we are asking for this information for the limited purposes of evaluating your case for services or updating our records with respect to the Non-Custodial Parent. You should also be assured that we do not provide or sell information about our customers or site visitors to vendors that are not involved in the provision of ACSE's services.

This Online Privacy Statement applies to ACSE site. Affiliates who conduct business with ACSE may maintain their own web site, and subsequently, maintain their own privacy policy that may be viewed on their Web sites. We strive to provide our visitors and subscribers with the highest level of privacy possible, and therefore require that our Affiliates offer no less protection than that offered in this Online Privacy Statement. In addition, each of our Affiliates must meet the data protection requirements of their relevant national laws.

Please note that our site contains links to other sites. ACSE is not responsible for the privacy practices, Privacy Statements, or content regarding these other sites.

Privacy Policy Enforcement

If you feel that we are violating this Online Privacy Statement, please contact us at childsupport@allegiancecse.com. Please specify "Online Privacy Statement" in the subject line of your e-mail.

Information We Gather from You: Personal Information

We do not collect any personal information from a visitor to our site unless that visitor explicitly and intentionally provides it. Under no circumstances do we collect any personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, or sex life. If you are simply browsing our site, we do not gather any personal information about you.

There are three ways in which you may explicitly and intentionally provide us with and consent to our collection of certain personal information:

1) E-mail Request for Information - We use links throughout our site to provide you with the opportunity to contact us via e-mail to ask questions, request information and materials, or provide comments and suggestions. You may also be offered the opportunity to have one of our representatives contact you personally to provide additional information about our services. To do so, we may request additional personal information from you, such as your name and telephone number, to help us satisfy your request.

2) Enrollment - If you choose to enroll for one of our services, we will request certain information from you. Depending on the type of service that you request, you may be asked to provide different personal information. For certain services, we may require your name, address, telephone number, e-mail address, and social security number. Other services may require different or supplemental information from you in order to apply.

3) Supplemental Information - If you supply information about the Non-Custodial Parent online, we will request personal information from you to confirm that the submission is actually from you.

Statistical Information About Your Visit

When you visit our site, our computers may automatically collect statistics about your visit. This information does not identify you personally, but rather about a visit to our site. We may monitor statistics such as how many people visit our site, the user's IP address, which pages people visit, from which domains our visitors come and which browsers people use. We use these statistics about your visit for aggregation purposes only. These statistics are used to help us improve the performance of our Web site.

How We Use and With Whom We Share the Information We Gather

We assure you that the information we gather from you is used by us only as explained below.

Sending you responses and updates

We generally respond to any e-mail questions, requests for service information, and other inquiries that we receive. We may also retain this correspondence to improve our services and Web site, and for other disclosed purposes. Frequently, we retain contact information so that we can send individuals updates or other important information about our services and products.

Facilitating the support, renewal, and purchase of our services

We may use the information you submit to contact you to discuss the support, renewal, and purchase of our services. We may also provide the information you have submitted to us to a ACSE subsidiary, business partner, representative or Affiliate (either within or outside the United States) so that the subsidiary, business partner, representative or Affiliate can contact you and facilitate the support, renewal, and purchase of ACSE services. You may receive a communication directly from one of our subsidiaries, business partners, representatives or Affiliates. Please be assured that any subsidiary, business partner, representative or Affiliate who contacts you for one of these purposes has agreed to use the information we supply only in accordance with a confidentiality agreement.

Processing payments (if you are using our payment services)

If you use the ACSE Payment Service payment gateway for online transactions, we may provide your personal information to appropriate financial institutions, processors, and third parties under contract with ACSE or our Affiliates for providing a subset of the payment services (for example,

fraud screening). In each case, the use and distribution of your personal information will be used by such entity for its internal use related to fulfilling the transaction services for ACSE, will be treated as confidential by this entity, and will be transferred between ACSE and this entity only via encrypted means.

If we are required to disclose by law

If we are required by law to disclose certain information to local, state, federal, national or international government or law enforcement authorities, we will do so.

Our Security Procedures

We consider the protection of all personally identifiable information we receive from our Web site visitors and subscribers as critical to our corporate mission. Please be assured that we have security measures in place to protect against the loss, misuse, and alteration of any information we receive from you. As with any transmission over the Internet, however, there is always some element of risk involved in sending personal information.

How You Can Update or Correct Your Information

If you would like to update or correct any information in our records, please contact us via e-mail at childsupport@allegiancecse.com or at our mailing address at:

Allegiance Child Support Enforcement
Attention: Current Client Services
P.O. Box 181179
Dallas, Texas 75218

Changes to this Online Privacy Statement

If a material change is made to this Online Privacy Statement and/or the way we use our customers' personally identifiable information then, we will post prominent notice of the nature of such change on the first page of this Online Privacy Statement.

- CP/NCP Information Disclosure Policies -

ACSE's Client Privacy Procedures:

Any information requested by ACSE from our clients is strictly for ACSE's use only. We will not request any information from you, our client, that does not have a bearing on your case. ACSE does not sell information about your case to any party, group or organization.

Information provided by you, our client, will only be used to provide child support enforcement services on your behalf. If in ACSE's opinion it is necessary to share information with the state or county agency handling your case in order to enforce your child support case more efficiently, ACSE will then share limited information with that state or county agency (eg., obtaining court orders and payment records).

Information provided to ACSE by you, our client, through the Internet is printed in our office, noted in your confidential case file and then deleted from the electronic records. Your records will not be stored in any type of database.

ACSE will not provide any information about you to any third party that may request such information without your written approval, unless ordered to do so by legal process.

ACSE's database records are stored on a secured server.

Privacy laws restrict the amount of information that ACSE can release to a third party, to the non-custodial parent or to our clients. ACSE takes all measures necessary to insure our client's privacy. ACSE will not release any information about you, our client, or your children, including but not limited to:

- our client's address, telephone number, place of employment, name of spouse or partner, or driver's license number;
- any information concerning payments that you have received, nor fees that we charge to any individual, business or entity, or government agencies, without your express permission.
- any information concerning your children to any party without your express permission.

ACSE will request in writing from you, our client, permission to publish any photographs of the non-custodial parent, wanted posters, or information pertaining to your case that could in any way expose you or your children to any type of publicity.

ACSE does use pictures of the non-custodial parent to be posted on our "Wanted Page" on the Internet. This is not done to embarrass the non-custodial parent or any members of his/her family. This tool is used in an effort to obtain additional or new information regarding the non-custodial parent. ACSE will only post the non-custodial parent information with the permission of our client.

Privacy Issues Concerning the Non-Custodial Parent:

Privacy laws and internal policies also govern the amount of information that ACSE can release to our clients regarding the non-custodial parents. Therefore, ACSE cannot release information to our clients pertaining to the non-custodial parents:

- telephone number, address, place of employment, name of current spouse or partner;
- driver's license number, registration information pertaining to vehicles the non-custodial parent might have;
- information received from credit bureaus regarding the non-custodial parent;

- Payment Disbursal Policies -

ACSE processes client checks on a daily basis, Monday through Friday. Client checks are processed the same day that they are received by ACSE and mailed daily.

Checks are mailed by first class mail to the address provided by our client. ACSE requires our client to send notice, in writing, with his/her signature (for verification purposes) to ACSE either by mail or fax, of any change in his/her address.

If our client fails to provide ACSE with his/her new mailing address and a client check is returned to the ACSE offices from the post office, ACSE will hold that check and any other checks for that client until verification can be made in writing by our client of his/her new mailing address. Based on the

client information provide to ACSE by our client, ACSE will try by phone and mail to relay a message to you, our client, to contact the ACSE office. At this time, ACSE will require verification in writing of the client's new mailing address, with his/her signature, along with a copy of his/her driver's license before all checks are released.

ACSE observes the following holidays: Christmas, Thanksgiving, New Year's, Memorial Day and Fourth of July. Client checks will not be processed or mailed on these days.

Exceptions to daily disbursements:

When a child support payment is made by personal check, ACSE will process the payment but not release the funds until the personal check has cleared ACSE's account. This is usually up to a ten (10) business day process.

When a payment in excess of \$2,500.00 is received by ACSE, the payment will be processed, but funds will not be disbursed for up to ten (10) business days. ACSE must insure that the check will not be returned by the bank for any reason.

When the client owes ACSE fees or money for any reason such as costs for obtaining payment records and court orders for the client, legal fees, administrative fees, etc., ACSE will recover such fees before disbursements are released to the client.

Lost in the mail:

ACSE makes every effort to insure our clients get their checks as quickly as possible from our offices. However, ACSE cannot be held responsible for postal service delays or mishaps. With that in mind, the following procedures have been initiated:

- ACSE will not replace a check until a minimum of 30 days has passed from the date the check was issued. The exception to this rule would be if ACSE mailed the check to the wrong address due to ACSE error.
- If the check was mailed to the correct address, but was not received by our client, ACSE reserves the right to deduct the "stop payment" fees incurred in stopping payment on the original check that was mailed to our client.

- Client Update Policies -

ACSE makes every effort to keep you, our client, informed as to the progress of your case. Due to the number of clients that ACSE is currently serving we ask that our clients allow ample time for the caseworker's assigned to your case to work your case. Your case will be worked by several caseworkers' insuring that your case is worked at least every ten (10) days.

ACSE takes pride of our personal communication with our clients. ACSE does not and will not implement a voice mail system. ACSE believes that you, our client, have been put on hold and left on voice mail long enough.

Your caseworkers will be available on Thursdays to provide you with an update on your case. ACSE adds extra staff on Thursday's to make sure everyone wishing an update on their case the opportunity.

ACSE asks that you, our client, not request an update for the first **120** days. This time is needed to set up your case, verify information, locate the non-custodial parent, obtain missing documents and familiarize us with your case. Your caseworkers will oftentimes contact you prior to the 120-day timeframe for additional information or to let you know the progress on your case.

Please refer to ACSE's "Privacy Issues Concerning the Non-Custodial Parent" regarding the information ACSE will not be allowed to provide to you, our client, in reference to the non-custodial parent.

Your case workers will discuss offers made by the non-custodial parent with you, our client, but will not discuss the following information in regards to an on going case:

- **Specific** information concerning people that we have contacted or are planning to contact.
- **Specific** information as to what we have done on your case.

Update Policies for Internet Clients:

For our clients who have subscribed to our ACSE Internet Services, thereby receiving online discounts for services, our update policies are as follows:

- Once we receive your application for ACSE Internet Services, please allow 120 days before requesting an update online so that we can establish relations, contact the NCP, etc. You can receive an update by emailing us at childsupport@allegiancece.com.
- You may contact ACSE's offices through telephone for limited purposes such as emergencies. The reason ACSE is able to provide the ACSE Internet Services is because the Internet Services allow us to cut-back on the time that we spend on the telephone. ACSE has concentrated its efforts on the enforcement of child support, and time we spend on the telephone is time taken away from our enforcement and collection efforts. Therefore, we ask that you submit any new information about your case, the NCP, or anything pertaining to the case through e-mail or submit the information on our website. Also, please check to see if you received a payment for the week by checking our Online Payment Inquiry.
- After receiving an update, please wait 30 days before emailing us for another update to allow the opportunity to refresh our information regarding your case.

Update Policies for Regular Clients:

For our clients who have not subscribed to our ACSE Internet Services, our update policies are as follows:

- Once we receive your application for ACSE Services, please allow 120 days before requesting a telephone update so that we can establish relations, contact the NCP, etc.
- We will give client updates via telephone on each Thursday from 9:00 AM to 4:00 PM Central Daylight Time. We ask that you contact our office for updates at this designated time only since we will have a full time staff prepared to give case updates. On any other day of the week, we have decided to concentrate our efforts on collecting, locating Non-Custodial Parents, and preparing for any necessary legal action. Of course, you can contact our office at any time if you have additional information that could help us to enforce the court order and collect the child support you deserve.
- After receiving an update, please wait 30 days before contacting the office for another update so that we have had the opportunity to refresh our information regarding your case.

- Legal Action Policies -

Legal Action:

ACSE does not guarantee success against a non-custodial parent in any legal action. If in ACSE's opinion, normal means of collections and voluntary arrangements with the non-custodial parent will not work, ACSE will evaluate your case for legal action. At this time you will be notified in writing of ACSE's decision to proceed with legal action. At that time you will be informed of the options and the risks involved in your case.

ACSE will not take legal action in defense of any motion filed by the non-custodial parent for a modification to lower child-support or a motion for child-visitation or custody issues.

ACSE is not a law firm and cannot provide legal advice to any client.

Any questions of a legal nature regarding your case with ACSE will be referred to an attorney.

Settlement Offers:

ACSE will not enter into any agreement with the non-custodial parent without the express written permission of you, our client. ACSE will not take any settlement offer unless approved by you, our client.

- Visitation Issues Statement -

Visitation Issues:

The issue of visitation and the payment of child support are two separate issues.

With this in mind, ACSE will only address the issue of custody with our client if in the course of negotiating child-support payments with the non-custodial parent, custody is an issue for non-payment of the court ordered child support.

ACSE feels that children should be the first concern of both parents. Parents should do what is right for the children. ACSE believes that parents should support their children both financially and emotionally.

If in the course of negotiating child-support payments with the non-custodial parent, custody is an issue for non-payment of the court ordered child support, ACSE will contact our client and make the appropriate inquiries concerning the custody issue raised by the non-custodial parent as well as obtaining information from our client concerning these issues.

ACSE will inform our client of the order of the court in reference to the custody issues of the children, as well as the possibility of legal action by the non-custodial parent that could be taken against him/her.

ACSE will encourage our client to seek legal advice with concerns pertaining to physical or psychological harm to the children as a result of the visitation by the non-custodial parent.

- Public Assistance and Public Agencies Statement -

Public assistance cases:

ACSE cannot take a child support case when a client is *currently* receiving any type of public assistance that must be repaid to the government. This assistance is commonly known as AFDC (Aid to Families with Dependent Children) or TANF (Temporary Aid to Needy Families).

ACSE can however take a child support case if you have received public assistance in the past and are no longer receiving such benefits. ACSE will review each case individually. ACSE will take into account the amount of past due child support owed to you against the amount owed to the state to determine ACSE's involvement.

Procedures regarding working with Public Agencies:

ACSE makes every effort to maintain a good working relationship with county and state agencies. ACSE will not close our client's case, nor will ACSE encourage our client to close his/her case with a state or county agency, unless in ACSE's professional opinion it is absolutely necessary.

A state IV-D agency is the only agency, public or private, that can seize the non-custodial parent's income tax refund. In some cases the income tax refund has been the only child-support payment ever received by the custodial-parent.

The involvement of a state or county agency has several benefits:

- Payment records providing dates and amounts of payments are made available to both the custodial parent and the non-custodial parent. These records are very important in calculating the amount of arrears owed by the non-custodial parent.
- Interception of an income tax check.
- Records of court orders and legal action taken on a case, etc...

When a child support payment is ordered to be paid through a state or county registry, ACSE will require the non-custodial parent to make all payments to that agency rather than direct the payments to ACSE.

Despite our efforts, there are state and county agencies that refuse to work with private child support agencies. ACSE may require a client to close his/her case with the public agency involved in the case for the following reasons:

- The public agency involved in our client's case refuses to provide ACSE with information necessary to enforce the child support orders.
- The public agency involved refuses to forward all payments received to ACSE. It is necessary for ACSE to receive those payments so that we can monitor the case and take the appropriate actions necessary when a payment is not made as promised or expected. ACSE works on a contingency basis and must be allowed to recover fees from the payments received according to ACSE's contract.

Most state agencies will work with private agencies, but some state agencies take the position that your case belongs exclusively to their agency and will not ALLOW a custodial parent to close his/her case for any reason.

If a state agency will not work with private agencies, and if your case is placed with one of those agencies, you will be required to close your case with that agency before ACSE will process your case.

ACSE reserves the right to either refuse to accept your case or to close your case if you decline our request to close your case with the state agency or if the state agency involved in your case refuses to ALLOW you to close your case.

- Client Rights and Responsibilities Statement -

ACSE Client Responsibilities:

- Full cooperation with ACSE in reference to your child support case;
- Honor the terms of your contract;
- Keep ACSE informed of all contact with the non-custodial parent in reference to your child support case;
- Keep ACSE informed as to any legal action that may be taken by either party;
- Do not retain any other agent or attorney who would provide the services ACSE has been retained to perform;
- Notify ACSE of any change in residences of the children;
- Once negotiations begin with the non-custodial parent, do not discuss any matters in reference to your child support case with them;
- Forward all payments received directly by you to ACSE's office for proper accounting;
- Notify ACSE in writing of any change of address.

Client Rights:

- You have the right to be treated with respect.
- You have the right to obtain case updates on a regular basis subject to the statement set forth in our Client Update Policies.
- You have the right to receive your payment for child support as quickly as possible, and ACSE will do everything it can to expedite the payment disbursement.
- You have the right to have all personal information, including, but not limited to, your current name, address, phone number, and place of employment to be kept in confidence, not to be disclosed to the Non-Custodial Parent.

[RETURN TO COMPANY PROFILE](#)