



CSG FORTE CONSUMER PRIVACY NOTICE

Last updated: December 2025

CSG Forte Payments, Inc (“CSG”) Consumer Financial Privacy Notice

Facts:	What Does CSG Do With Your Personal Information?
Why?	Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.
What?	The types of personal information we collect and share depend on the product or service we provide. This information can include: <ul style="list-style-type: none">• Identifiers, including name, phone number, address, and social security number.• Financial account information, including financial account and credit card numbers and associated transactions.
How?	All financial companies need to share customers’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers’ personal information; the reasons CSG chooses to share; and whether you can limit this sharing.

Reasons CSG Can Share Your Personal Information:	Does CSG Share This Information?	Can You Limit This Sharing?
<i>For our everyday business purposes</i>	Yes	No
<i>For our marketing purposes</i>	Yes	No
<i>For joint marketing with other financial companies</i>	Yes	No
<i>For our affiliates’ everyday business purposes – Information about your transactions and experiences</i>	Yes	No
<i>For our affiliates’ everyday business purposes – Information about your creditworthiness</i>	No	N/A

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<i>For our affiliates to market to you</i>	No	No
<i>For nonaffiliates to market to you</i>	No	No

Questions?	<ul style="list-style-type: none"> Email: 1-800-274-0111 Phone: DataPrivacy@csgi.com
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Who We Are:	
<i>Who is providing this notice?</i>	CSG Forte Payments, Inc. 169 Inverness Dr W Suite 300 Englewood, CO 80112

What We Do:	
<i>How does CSG protect my personal information?</i>	CSG protects personal information in compliance with applicable law through a comprehensive, written privacy and security program , including clearly defined administrative, technical, and physical safeguards.
<i>How does CSG collect my personal information?</i>	We collect personal information when a business uses CSG to facilitate payment processing for their goods or services.
<i>Why can't I limit all sharing?</i>	Federal law gives you the right to limit only: <ul style="list-style-type: none"> Sharing for affiliates' everyday business purposes—information about your creditworthiness Affiliates from using your information to market to you Sharing for nonaffiliates to market to you State laws and individual companies may give you additional rights to limit sharing.

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Definitions	
<i>Affiliates</i>	Companies related by common ownership or control. They can be financial and nonfinancial companies <ul style="list-style-type: none"> Our affiliates include: CSG Systems International, Inc., CSG Systems, Inc., CSG Forte Payments Canada.
<i>Nonaffiliates</i>	Companies not related by common ownership or control. They can be financial and nonfinancial companies <ul style="list-style-type: none"> Our nonaffiliates include: N/A
<i>Joint Marketing</i>	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> Our joint marketing partners include financial companies we partner with to provide you with merchant payment processing services including card and ACH transaction processing.

Other important information

Vermont: If you have a Vermont billing address, we will not disclose information about your creditworthiness to our affiliates and will not disclose your personal information to nonaffiliates other than as permitted by Vermont law, unless you authorize us. For joint marketing, we will only disclose your name, contact information, and information about your transactions. Additional information concerning our privacy practices can be found in our [privacy notice](#).

California: If you have a California billing address, we will not disclose personal information we collect about you except to the extent permitted under California law. For instance, we may disclose your personal information as necessary to process transactions or provide products and services you request, at your instruction, as required for institution risk control, and to safeguard against fraud, identity theft, and unauthorized transactions.