

Security

Rocket City Federal Credit Union's effort to secure electronic banking does not secure the internet or the transaction of information over the internet. The Credit Union shall not be liable for any loss, harm or fraud resulting from the introduction of a computer virus, worm or other malicious code in your computer or access device.

We will never contact you on an unsolicited basis to request information concerning your electronic credentials including your User ID, Password or Authentication.

The Credit Union recommends its business members perform a risk assessment and review its electronic/online account controls and passwords periodically.

The Credit Union recommends that each member periodically review online account access practices to ensure security, including:

- ***Who has access to your online accounts?***
- ***How and Where are user names and passwords stored?***
- ***How strong are your passwords and how often are they changed?***

If you are suspicious of any account activity or experience a member information security related event or believe that your user "User ID, Password, or Authentication" has been lost or stolen, please contact the Credit Union at 256-533-0541 immediately.

When you visit rocketcityfcu.org, we do collect anonymous statistics to help us measure the performance of the site, such as: the day and date of the visit, the Internet service provider, which browsers visitors use, and how many hits our pages receive. We do not collect any personal information about your usage unless you provide it to us via a loan or membership application, to reorder checks, or for other services.

If you have any questions about the security and privacy of our web site, please contact us at 256-533-0541 or in person at 2200 Clinton Avenue, Huntsville, AL 35805

Our General e-mail address is generalinfo@rocketcityfcu.org

The Credit Union does not provide protection for email transfers or data transfers utilizing your personal computer.

Please, Do not send personal information (accounts numbers, personal info) via e-mail as e-mail is not a secure form of communication. Do not send e-mail attachments as they will not be opened for security reasons. Any sales solicitations received will be unread.