

# TechInfusion Privacy Policy

Updated: January 26, 2008

TechInfusion is committed to protecting your privacy. We collect only the minimum amount of information necessary to provide you the services you request or purchase, and use that information solely to provide you the services which you have requested or for which you have paid.

**We will not share your personal information with anyone without your express permission, except in the case of a court order or subpoena or to protect against fraud or other malicious activity. We do not rent, sell, or provide your personal information to any other party for commercial or advertising purposes.**

This document explains what personal information we collect, why we collect it, and how we use it.

## **Collecting Personal Information**

### *Web Site Visitors:*

**We do not collect any personally identifiable information from or about visitors to the TechInfusion web site.** See the section on “Cookies” to learn about why we may place a cookie on your computer to facilitate your visit or future visits to TechInfusion. The use of cookies does not provide any personal or personally identifiable information to TechInfusion.

### *TechInfusion Newsletter / Advisory Bulletin Subscribers:*

We collect only your name and email address for purposes of sending you information from TechInfusion.

### *TechInfusion Total Care and Remote Support Subscribers or On-Site Service Clients:*

We will ask you for personal information for purposes of providing you the services to which you have subscribed, to allow us to contact you as a result of your relationship with TechInfusion, and to process your payments. The information we collect may include:

- First and last name
- E-mail address
- Address
- Country
- Telephone number
- Company name

- For Pay-As-You-Go Remote Support Services: we will ask for credit card number, expiration date, and billing address. Credit card information is stored in a secure, encrypted database with limited and controlled access.
- For TechInfusion Total Care Subscribers (Annual or Monthly): credit card information is collected and stored by PayPal, our credit card payment processor. TechInfusion does not store or have access to this information.

## **Collecting Computer Information**

We may collect certain information about your visits to TechInfusion Support web sites such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access the site; the pages that you access while at the site and the Internet address of the Web site from which you linked directly to our site. This information is used to help improve the sites, analyze trends, and administer the sites. Please note that if you click on web site links on the TechInfusion site that connect to the web sites of other organizations, the privacy policies of the organization operating the web site to which you have linked take effect; TechInfusion has no control over the privacy policies or practices of third-party sites.

We may also collect hardware, software, and other information related to support incidents. This may include information about the condition of the computer and the application when the fault occurred and during diagnostics, system and registry data about software installations and hardware configurations, and error tracking files.

Some of our sites or web pages may require sign-in and registration services. In order to sign in to these sites, you will be asked to enter an e-mail address and a password, which we refer to as your credentials.

## **Use of your Personal Information**

**We will not share your personal information with anyone without your express permission, except in the case of a court order or subpoena.**

The personal information TechInfusion collects will be used solely to operate our support services and web sites and provide the services or carry out the transactions you have requested or authorized.

In support of these uses, TechInfusion may use personal information to provide you with more effective customer service, to improve our web sites and any related TechInfusion products or services, and to make our web sites easier to use by eliminating the need for you to repeatedly enter the same information or by customizing our web sites to your particular preference or interests. We may also send you surveys about your experience with our current services or thoughts about potential new services that may be offered.

We may use your personal information to provide you with important information about the product or service that you are using, including critical updates and notifications.

TechInfusion may send periodic e-mails informing you of technical service issues related to a product or service you requested. You will not be able to choose to unsubscribe to these mailings, as they are considered an essential part of the service you have requested. These services may also periodically telephone you for a survey of your experience with our current services, thoughts about potential new services that may be offered or to alert you to critical security issues.

We occasionally hire other companies to provide limited services on our behalf, such as handling the processing and delivery of mailings, providing customer support, or performing statistical analysis of our services. We will only provide those companies the personal information they need to deliver the service. They are required to maintain the confidentiality of that information and are prohibited from using that information for any other purpose.

TechInfusion may access and/or disclose personal information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on TechInfusion or the TechInfusion Support web sites; (b) protect and defend the rights or property of TechInfusion and its family of web sites, or (c) act in urgent circumstances to protect the personal safety of TechInfusion employees, users of TechInfusion products or services, or members of the public.

Personal information collected by TechInfusion may be stored and processed in the United States or any other country in which TechInfusion or its affiliates, subsidiaries or agents maintain facilities, and by using our web sites and services, you consent to any such transfer of information outside of your country. TechInfusion abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union.

### **Control of your Personal Information**

Except as otherwise described in this statement, personal information you provide will not be shared outside of TechInfusion and its controlled subsidiaries and affiliates without your permission.

Please be aware that this privacy statement and any choices you make will not necessarily apply to personal information you may have provided to TechInfusion in the context of other, separately operated, TechInfusion products or services.

### **Access to your Personal Information**

To review your personal information collected by TechInfusion Support, contact us on the web at <http://www.techinfusion.com/feedback> or by postal mail at:

TechInfusion Customer Service attn: Privacy  
TechInfusion LLC  
PO Box 7459  
Arlington, Virginia 22027-0459

## **Security of your Personal Information**

TechInfusion is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities. Additionally, when we transmit sensitive personal information (such as a credit card number) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

## **Cookies**

Cookies may be used on the TechInfusion web sites. A cookie is a small text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. This simplifies the process of delivering relevant content, eases site navigation, and so on. When you return to the web site, the information you previously provided can be retrieved, so you can easily use the site's features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you decline cookies or remove them from your computer, you may be required to create new credentials or sign in every time you visit certain TechInfusion sites or web pages.

## **Changes to this Privacy Statement**

We may occasionally update this privacy statement. When we do, we will also revise the "last updated" date at the top of the privacy statement. For material changes to this privacy statement, we will notify you either by placing a prominent notice on the home page of the TechInfusion and TechInfusion Support web sites or by directly sending you a notification. We encourage you to periodically review this privacy statement to stay informed about how we are helping to protect the personal information we collect. Your continued use of the service constitutes your agreement to this privacy statement and any updates.

## **Contact Information**

TechInfusion welcomes your comments regarding this privacy statement. If you believe that TechInfusion has not adhered to this statement, please contact us by e-mail at [info@techinfusion.com](mailto:info@techinfusion.com) or by postal mail at the address provided below and we will use commercially reasonable efforts to promptly determine and remedy the problem.

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Arlington, Virginia 22027-0459