

# TSFactory Privacy & Security Policy

## TSFactory - Privacy and Security Policy

TSFactory is committed to protecting your privacy and providing a secure website to conduct business. This policy describes our practices regarding personal and account information collected through our Web site. In this policy, "personal and account information" means your name, company name, account number, address, telephone number, and e-mail address in addition to any other information that personally identifies you.

We reserve the right to modify this privacy and security policy from time to time; the effective date noted above will indicate the date that this policy was last updated. You should visit our Web site periodically to review any changes.

### How much information must I share?

The amount and type of information we collect from you depends on your activities and use of our Web site. Below is explanation of what information we collect.

IP address - We collect your IP address to measure our Web site traffic and to help provide a relevant shopping experience.

Referral Web site - If you come to our Web site via a link, we collect the location of the link that referred you.

Browser type - We collect information about the browser you are using to help optimize our Web site for visitors.

Movements through our Web site - We keep track of pages you visit to help provide you with a more personalized shopping experience.

When you make purchases through our Web site - We collect your name, company name, address, phone number, email address and payment information to process your order. We collect information contained in "cookies," such as your purchases and log in data, to personalize your shopping experience. Your browser must be set to accept cookies if you wish to add items to a shopping cart. Your information is used for internal purposes only, and will not be shared with a third party. Your information is not sold and therefore is kept confidential.

When you evaluate our products ? We collect your name, company name, address, phone number, email address and how you heard about us. The information that is collected when you download an evaluation is used for internal purposes only, and will not be shared with a third party unless requested. Your information is not sold and therefore is kept confidential. If you wish to be contacted by a reseller within the evaluation form your information will be passed to a registered TSFactory partner. If you wish to contact the reseller instead of them contacting you please ask your account manager or a customer service representative.

When you sign up to become a reseller ? We collect your name, company name, address, phone number, email address, SIC code, DUNS number and other relevant information about your business. When you sign up to become a TSFactory partner, you will begin receiving our reseller newsletters. You may choose to opt out or unsubscribe at any time by clicking that option located on the bottom of the unwanted email you receive from us. If a customer asks to be contacted by a TSFactory partner, your information may be given out. If you wish not to have your information given to potential clients please let your account manager or customer service representative know. The information that is collected when you sign up to become a TSFactory partner is used for internal purposes only. Your information is not sold and therefore is kept confidential.

When you register your product or create an Online Customer Account ? We collect your user name, password, e-mail address, contact information and product license key. You can help us ensure your privacy by not sharing your user name or password. When you register your product you are automatically registered to receive our customer newsletter and product update information. All emails will contain an unsubscribe option located at the bottom of the emailed message. The information that is collected when you register or create an online account is used for internal purposes only, and will not be shared with a third party. Your information is not sold so therefore is kept confidential.

When you e-mail product information to a friend or colleague ? We collect your e-mail address and the e-mail address of the person to whom you are sending the product information. The information is used for internal purposes only, and will not be shared with a third party. Your information is not sold so therefore is kept confidential.

When you communicate with us through our Web site - We collect your e-mail address and the other information that you provide in order to respond to you communication. The information is used for internal purposes only, and will not be shared with a third party. Your information is not sold so therefore is kept confidential.

### Is my personal or account information used for any other purpose?

We may use your personal and account information to provide products or services you have requested, respond to a communication from you, contact you, and as otherwise described in this policy. We may occasionally send you promotional or product information. If you do not wish to receive promotional or product information, you may opt out of future communications by selecting the "unsubscribe"

option located at the bottom of the email from us. If you become our customer, we may send you updates on important information about our company and services. All emails will contain an unsubscribe option located at the bottom of the emailed message. .

**Will my personal and account information be provided to any other party?**

We restrict access to your personal and account information to those who need access to use it as set forth in this policy. Only authorized personnel are permitted to see your Online Customer Account password. Your other personal and account information may be disclosed to third parties in the event that you request to be contacted by a reseller. For example, we may share your personal and account information with our service providers and strategic partners and with suppliers and other entities involved in transactions you have initiated. We may disclose your personal and account information to respond to subpoenas, court orders, or other legal process, as required by law, or to establish or exercise our legal rights or defend against legal claims. Your personal and account information may also be disclosed in connection with a sale of some or all of our business or a merger with another company.

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**How do you protect my personal and account information?**

We use 128-bit encryption technology and Secure Socket Layers ("SSL") in all areas where your personal and account information is required in addition, your personal and account information and transaction history are kept behind our firewall on separate servers. All transaction information is processed under encrypted channels, although you may choose unencrypted processing. We employ industry leading encryption hardware and software methods and security protocols to protect customer information. Authorize.Net is certified as compliant with card association security initiatives including the Visa Cardholder Information Security Program (CISP) and MasterCard? (SDP). We also implement fraud protection practices such as Address Verification Service (AVS) and Card Code Verification (CCV/CVV2/CID) to provide a high level of protection.

**How can I give you feedback or contact you?**

Please send all of your questions, suggestions, etc to [customerservice@cns-software.com](mailto:customerservice@cns-software.com) or call us at 1-866-344-6267.

**How can I correct inaccurate information?**

You may correct some personal and account information maintained in your Online Customer Account through your Online Customer Account. To correct any other information, please contact your account manager or customer service via email or by calling 1-866-344-6267.

Effective Date: 11/02/06