



PRIVACY POLICY 01 NOVEMBER 2005

Our Commitment to Privacy

Your privacy is important to us. To better protect your privacy we provide this notice explaining our online information practices and the choices you can make about the way your information is collected and used. To make this notice easy to find, we make it available on our homepage and at every point where personally identifiable information may be requested.

Policy Regarding Law Enforcement Assistance

Please see the section entitled "Disclosure of Customer Information and Legal Process" in the Master Services Agreement, available at <http://www.up2speedsolutions.com/legal/msa>.

Updates to this Policy

up2speed computer solutions reserves the right to update this agreement at any time. To see your obligations regarding these updates, please review the "Modification or Amendment of Agreement" section of the Master Services Agreement, available at [http://www.up2speedsolutions.com /legal/msa](http://www.up2speedsolutions.com/legal/msa).

The Information We Collect:

This notice applies to all information collected or submitted on the up2speed computer solutions LLC website. On some pages, you can order products, make requests, and register to receive materials. The types of personal information collected at these pages are:

- Name
- Address
- Email address
- Phone number
- Credit/Debit Card Information

On some pages, you can submit information about other people. For example, you may add additional users or contacts to your account. In this circumstance, the types of personal information collected are:

- Name
- Address
- Phone Number
- Email address

The Way We Use Information:

We use the information you provide about yourself when placing an order only to complete that order, and to contact you regarding your account. We do not share this information with outside parties except to the extent necessary to complete that order.

We use the information you provide about additional contacts only to reach those people for related communications. We do not share this information with outside parties except to the extent necessary to complete that order.

We use return email addresses to answer the email we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

We use non-identifying and aggregate information to better design our website and adapt to changing demands. For example, we will track the number of visitors and who they are being referred from, but this information will not be sold to outside parties.

When you access our website, and when you perform any account-related functions through the web-based control panels, your IP address may be saved. This is done for your protection, so that unauthorized account activity may be tracked down and violators may be prosecuted.

If you register a domain name through our service, we will pass the required information to our registrar for inclusion in their Whois database. This information is required for domain name registration. This policy does not cover your information once it is passed to our registrar. For details on their policy, please refer to <http://www.onlinenic.com>.

Finally, we never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses.

Our Commitment to Data Security

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

Our Commitment to Children's Privacy:



ph: 303.217.5200 • fax: 303.217.5204

Protecting the privacy of the very young is especially important. For that reason, we never collect or maintain information at our website from those we actually know are under 13, and no part of our website is structured to attract anyone under 13.

How You Can Access or Correct Your Information

You can access all your personally identifiable information that we collect online and maintain by viewing your profile through your control panel, or by sending an email to legal@up2speedsolutions.com. We use this procedure to better safeguard your information.

You can correct factual errors in your personally identifiable information by sending us a request that credibly shows error.

To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections.

How to Contact Us

Please see "Contacting Up2speed computer solutions" in the Master Services agreement, available at <http://www.up2speedsolutions.com/legal/msa>.