



## PRIVACY POLICY

### Our Commitment to Privacy

Your privacy is important to us. We take every precaution to protect the confidentiality and security of your personal information by using industry-recognized security safeguards such as firewalls, coupled with carefully developed security procedures to protect your information from loss, misuse or unauthorized alteration. When we collect sensitive account information such as credit card numbers, we protect its transmission through the use of encryption such as the Secure Socket Layer (SSL) protocol.

up2speed computer solutions, llc takes care to reinforce the importance of our website visitors' security and privacy among our employees. Our employees are trained and required to safeguard your information and, using physical, electronic and procedural safeguards, we restrict access to personal information to those employees and agents for business purposes only. Additionally, we use internal and external resources to review the adequacy of our security procedures.

We will never share, sell, or rent your personal information with third parties for their promotional use. Occasionally, we enter into contracts with third parties so that they can assist us in servicing you (for example, providing customer service). The contracts prohibit them from using any of your personal information for their own purposes, and they are required to maintain the confidentiality of the information we provide to them. We may disclose or report personal information in limited circumstances where we believe in good faith that disclosure is required under the law. For example, we may be required to disclose personal information to cooperate with regulators or law enforcement authorities, to comply with a legal process such as court order, subpoena, search warrant, or law enforcement request.

### 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>.

### 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



## Links

Some of our sites provide links to third-party websites, such as those of our business partners and online advertising partners. While on these sites, up2speed computer solutions or its partners may collect information about you. Because up2speed computer solutions does not control the information policies or practices of these third parties, you should review their privacy policies to learn more about how they collect and use personally identifiable information.

## Cookies and Web Beacons

up2speed computer solutions uses a variety of technologies on our sites. Among these are cookies: a text-only string of information that a website transfers to the cookie file of the browser on your computer's hard disk so that the website can remember your browser in the future. A cookie will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value, usually a unique number. When you visit our website, open our email, or encounter our services online (perhaps on a customer's website) we may send you a cookie. Cookies may be used in many ways: they allow us to verify the login status of customers using products or services linked directly with our website, track point of entry to point of registration for those users participating in our affiliate signup programs, and track and measure the success of a particular marketing campaign. Cookies also allow us to track overall site usage and determine areas users prefer, enabling us to make your visit to our website easier by recognizing you when you return and helping to provide you with a customized experience.

Usage of a cookie is in no way linked to any personally identifiable information while on our site. You have the ability to accept or decline cookies by modifying the settings in your browser. If you choose to disable cookies, you may still use our site; however, you may have limited access to some areas within our website. For more information on how to manage cookies in your web browser, see <http://www.aboutcookies.org>. Some of our web pages, emails, and other online content may contain electronic images known as web beacons, also known as single-pixel GIFs, which are invisible graphical images. These web beacons allow us to count users who have visited our web pages, seen our ads, or opened our email. Web beacons collect only limited information, such as a cookie identifier, time and date of a page being viewed, and a description of the page on which the Web Beacon resides (the URL).

When we send you emails, we may include a web beacon to allow us to determine the number of people who open our emails. When you click on a link in an email, we record this individual response to allow us to customize our offerings to you.

Web Beacons cannot be declined when delivered via a regular web page. However, Web Beacons can be refused when delivered via email. If you do not wish to receive Web Beacons via email, you will need to disable HTML images or refuse HTML (select Text only) emails via your email software.

## 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 Who is database. This information is required for domain name registration. This policy



does not cover your information once it is passed to our registrar. 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:**

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](mailto: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>.