

# SupportWizard, Inc. - Privacy Statement

Last revised 6/23/2004

SupportWizard, Inc. is committed to your right to privacy. As a visitor to our website or user of our product, you deserve the ability to control the uses of your personal information. This privacy statement discloses our privacy practices.

This Privacy Statement is directed primarily at visitors to our website. We have adopted a separate Statement called "Privacy for Hosted Customers" to address the privacy needs of the customers of our hosted service (see [http://www.supportwizard.com/privacy\\_hosted.pdf](http://www.supportwizard.com/privacy_hosted.pdf)) for a copy.

**If you feel that SupportWizard is not abiding by its posted privacy policy, you should contact us by addressing your concerns to [privacy@supportwizard.com](mailto:privacy@supportwizard.com).**

## Registration and Collection of Information

SupportWizard offers users the option to visitors to voluntarily provide contact information at several different points on our website. For instance, in order to request a price quote, a telephone walkthrough, an evaluation hosted project, or a program download, users must enter some contact information, such as their name, company, email, telephone and so on. We may also request information about Job Title, Web site URL, where they heard about our products, and so on, but providing this information is generally optional.

A website tracking tool at our website may also collect information about the number of users accessing specific pages at our website. This tracking tool may display the IP addresses of users who visit our site.

## How Information is Used

Personal contact information is used in order to contact the user about the services on our site for which they have expressed interest and to provide users with efficient customer and sales support.

Basic demographic information and information about how users heard about our product may be analyzed by our marketing staff to help us market our products more effectively.

Website tracking information may be analyzed to gauge the effectiveness of particular marketing campaigns in terms of numbers of hits, pages viewed, and so on. This information is available only to our marketing employees and consultants and does not contain any specific user information.

SupportWizard is the sole owner of the information collected on this site.

## Providing User Information to Third Parties

**SupportWizard will never sell, rent or otherwise share any personally identifiable or private customer information submitted online with any third parties other than our Resellers.**

SupportWizard has relationships with Resellers who license its products, and these Resellers sign Reseller agreements with SupportWizard. As part of these agreements, SupportWizard may provide contact information received from some users at its website to its resellers to follow up with further sales or customer support for those users.

The agreements signed by our resellers require them to abide by the terms of this privacy policy for any user information received from SupportWizard. In other words, if we provide user contact information to a reseller, that reseller may not share that information with any third party and must use it only to provide sales and customer support for SupportWizard.

## **Website Links**

This website contains links to other sites. Please be aware that SupportWizard is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to information collected at this website.

## **SupportWizard Support Knowledgebase**

SupportWizard provides online support to its customers and to visitors. If you are a current SupportWizard customer or visitor, you may receive web support by visiting our support site and logging in. This allows you to view our published FAQs and ask questions of our support personnel. Your questions and our answers may be published on our website, and made available to other website visitors. However, other visitors will have no way of knowing that one or more of the questions on the website was asked by you, as your personal information will not be visible.

## **Opt-In Emails**

If a user wishes to be notified about new releases of SupportWizard, the user may elect to opt-in to such notifications on one of the registration forms. Users who no longer wish to receive any such notifications can simply email [sales@supportwizard.com](mailto:sales@supportwizard.com) and request to be removed from the list.

## **Children**

SupportWizard products are for use by businesses. Therefore, we would not expect children under the age of 18 to provide us with any personally identifiable information.

## **Security**

SupportWizard takes precautions to protect our customers' information. When users submit sensitive information via the website, your information is protected both online and off-line using standard security best practices such as firewalls and encryption. Full backups are performed every day on the entire file system. Finally, all servers are kept physically secure in world-class hosting data centers.

## **Credit Cards**

We do not currently accept credit card information on-line. If and when credit card information is requested in the future, this policy will be updated.

## **Updating Customer Information**

We encourage our customers who are registered in our customer support service to update their personal information at any time by logging in and editing their user profile.

Other users may request that their contact information be modified or deleted by sending an email to [sales@supportwizard.com](mailto:sales@supportwizard.com) .

## **European Union Safe Harbor Certification**

SupportWizard adheres to the Safe Harbor privacy principles issued by the U.S. Department of Commerce on July 21, 2000, and we are self-certified as a Safe Harbor organization.

## **Changes to Privacy Policy**

SupportWizard will update this policy from time to time. A "last revised" date will always be included on the bottom of the statement. To keep up-to-date with SupportWizard's policy, please check this page periodically.

## **Contacting Us**

If you have any questions about this privacy statement, you can contact us on [privacy@supportwizard.com](mailto:privacy@supportwizard.com).

Last updated: 6/23/2004