

## **Crow River Software Website Privacy Statement**

*(The name 'CrowRiverTech.com' includes all affiliated sites which carry the www.CrowRiverTech.com signature.)*

Crow River Software. is committed to protecting your privacy. You can visit most pages on our websites without giving us any information about yourself. But sometimes we do need information to provide services that you request, and this privacy statement explains data collection and use in those situations.

### **Collection of your Personal Information**

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you are registering when purchasing and/or registering Crow River Software products. Personal information collected by CrowRiverTech.com often is limited to e-mail address, but may include other information when needed to provide a service you requested.

For example: If you choose a service or transaction that requires payment, such as making a purchase, we will request personal information necessary for billing and/or shipping, such as: name, address, telephone number, and credit card number.

When you buy and install a new product, we may ask you to register your purchase electronically. We keep this registration information on file with any information you've already given us on previous visits to our Web site.

CrowRiverTech.com also collects certain information about your computer hardware and software. This information may include: your IP address, browser type, operating system, domain name, access times and referring Web site addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of CrowRiverTech.com.

CrowRiverTech.com also collects information about which pages our customers visit within CrowRiverTech.com. This site visitation data is identified only by a unique ID number, and it is never linked with personal information unless a user consents as described below.

CrowRiverTech.com uses PayPal.com as one of its registration and authentication service. When you order products on our site, PayPal.com manages the credit card transactions and billing and shipping information for CrowRiverTech.com. Any other merchant services used by CrowRiverTech.com or division websites manages the credit card transaction and shipping information.

We will merge site-visitation data with anonymous demographic information for research purposes, and we may use this information in aggregate to provide more relevant content.

We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Crow River Software. may disclose your 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 Crow River Software. or the site; (b) protect and defend the rights or property of Crow River Software. and its family of Web sites, or (c) act in urgent circumstances to protect the personal safety of Crow River Software. employees, users of Crow River Software. products or services, or members of the public.

Your information may be stored and processed in the United States or any other country in which Crow River Software. or its affiliates, subsidiaries or agents maintain facilities, and by using this site, you consent to any such transfer of information outside of your country. Crow River Software. 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**

When you register, or otherwise give us personal information, CrowRiverTech.com will not share that information with third parties without your permission, other than for the limited exceptions already listed. It will only be used for the purposes stated above.

CrowRiverTech.com may send out periodic e-mails informing you of technical service or security issues related to a product or service you requested, or confirming you requested a product or service. You will not be able to choose to unsubscribe to these mailings, as they are considered an essential part of the service you have chosen.

### **Security of your Personal Information**

CrowRiverTech.com 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 in computer servers with limited access that are located in controlled facilities. When we transmit sensitive 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.

### **Protection of Children's Personal Information**

CrowRiverTech.com is a general audience site and does not knowingly collect any personal information from children.

## **Use of Cookies**

When someone visits the site, a cookie is placed on the customer's machine (if the customer accepts cookies) or is read if the customer has visited the site previously. One use of cookies is to assist in the collection of the site visitation statistics described above.

We also use cookies to collect information on which newsletter links are clicked by customers. This information is used to ensure we are sending information customers want to read. It is collected in aggregate form and never linked with your personal information.

If you choose to not have your browser accept cookies from the CrowRiverTech.com Web site, you will be able to view the text on the screens, however you will not experience a personalized visit nor will you be able to subscribe to the service offerings on the site.

## **Enforcement of this Privacy Statement**

If you have questions regarding this statement, you should contact CrowRiverTech.com by e-mail. See our Contact page for email addresses and mailing address.

## **Changes to this Statement**

CrowRiverTech.com will 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 statement, CrowRiverTech.com will notify you by placing prominent notice on the Web site.

## **Contact Information**

Crow River Software. welcomes your comments regarding this privacy statement, please contact us by e-mail, or postal mail. See our Contact page for email addresses and mailing address.