

Privacy Policy

We value and respect your privacy. We hope to earn your trust by carefully protecting your data and clearly describing how we use it to provide you with excellent service.

Smarter Contact, LLC ("**Smarter Contact**", "**we**", "**us**", or "**our**") respects the privacy of its users ("**Users**", "**you**", "**your**", "**yours**"). This Privacy Policy (the "**Policy**") covers our computer programs, websites, mobile applications, online content, products and services (the "**Services**"), and describes our use of the information we gather from people visiting www.smartercontact.com, and/or any of the Services accessible thereon, including, without limitation, any of the Services, information and tools accessible via the Internet at any of our web domains or mobile applications (the "**Site**"). By accessing the Site and using our Services, you agree to be bound by this Policy. Smarter Contact is not responsible for the privacy policies or practices of other websites to which you choose to link from this Site. You, the user, participate in using the Site voluntarily. When you use the Site or Services, please check the date of this Policy (which appears at the top) and review any changes since the last version. You will be notified of any changes that materially impact our collection and use of your Personal Information. By continuing to use this website after those changes become effective, you consent and agree to be bound by the revised Privacy Policy. If you do not agree with our policies and practices, do not use the website.

This Policy is subject to the provisions of our Terms and Conditions, any agreement related to your use of the Site, and any other agreement related to the Services, which are incorporated by reference. By using the Site, you accept the terms of the Policy. If you do not desire to accept the terms of the Policy, please do not use the Site or the Services.

TYPES OF INFORMATION WE COLLECT

We may collect two types of information from users of our Site and Services: "**Personal Information**" which is information that can be used to locate, contact, or determine the specific identity of you or another individual (such as name, e-mail address, mailing address, phone number, etc.) and "**Aggregate Information**" which is information about your activities on the Site or in connection with the Services that cannot be used to identify, locate, or contact you (such as frequency of visits to the Site, data entered when using the Site, vital statistics and trends, etc.).

DATA USED FOR THE SERVICES

You share information with us by completing the required registration form to create an account and become a user of the Site. Personal Information included in such registration includes all information you provide in applying for such an account. By sharing data on the Site, you acknowledge that your information may be included in aggregate reports to state agencies, in reports developed for institutional studies, for the benefit or improvement of the Site or Services, or in other similar circumstances. Please contact us if you have any concerns regarding the use of your data or if you wish to view, correct or change your data.

COLLECTING PERSONAL INFORMATION AND PHYSICAL LOCATION

We collect Personal Information that is voluntarily provided by a user, or on behalf of a user, when using the Services. This information is used to assist us in analyzing the feedback and in facilitating your use of the Site or Services. Additionally, we collect this information directly from you when you provide it to us and automatically collect the physical location of your device when you use the site, including when you navigate through and interact with our site. As an automatic process, our web server software records a log file of IP addresses that access the site. We also collect IP address information but do not ordinarily link IP addresses to users' Personal Information. However, we will use IP addresses to identify a user when we, in our sole discretion, determine that it is necessary to enforce compliance with our various policies or to protect the Services, the Site, our customers, or others. You may be able to allow or deny such uses and/or sharing of your device's location by changing your device's location settings, but if you choose to deny such uses and/or sharing, we and our marketing service providers may not be able to provide you with the location-based services and content.

COLLECTING YOUR AGGREGATE INFORMATION

Aggregate Information is collected as you visit our Site or interact with our Services even if you do not enter any information. Generally, Aggregate Information is used in a collective manner, and no single person can be identified by that compiled information. We use Aggregate Information to provide Services, as well as to determine the use of our Site and to monitor, audit, and analyze information pertaining to our business metrics. Further, Aggregate Information may and can be used to determine trends and tendencies that may help with improving the Site and Services.

SUBMITTING YOUR COMMENTS TO SMARTER CONTACT

We value your input and encourage comments and feedback to help us expand and improve the site. Please send us any thoughts or comments you might have regarding our services or the operation of our site. You can submit any comments you have to us by sending an email to support@smartercontact.com. When sending us comments, we may receive your email address or user ID, the country in which you are located, and other information about you. If you provide this information, we will only use it to acknowledge or respond to your comments. You also grant us the right to use your comments in marketing or promotional materials.

CHILDREN

Persons under 18 are not allowed to use our Services. We do not knowingly collect any Personal Information from children under 18. If we discover that a child under the age of 18 has provided us with personally identifying information, we will take steps to delete the information as soon as possible.

HOW WE USE YOUR INFORMATION

We do not warehouse or store your Personal Information in connection with the Services. We use your email address and other relevant Personal Information to provide the newsletters and other communications to you. You can always opt-out of receiving email newsletters or advertisements by using the opt-out feature provided with the email communications. If, at any time after registering for information

or ordering our Services, you change your mind about receiving information from us or about our use of information volunteered by you, you can opt-out by emailing us your request at support@smartercontact.com. If you would like to opt-out of marketing or promotional emails, please either click “unsubscribe” in the body of the email communication or send an email to support@smartercontact.com to be removed.

We use cookies to track your activity on the Site so we can provide these communications to you. We may use your information to enhance, improve or modify the Site. Ultimately, we simply use your information in an effort to improve your experience on the Site and with the Services, and to communicate with you about information that you request. We may also use this information to help us develop and improve the Site and Services, and to tailor our Site and Services to your interests.

By using the Site and Services, you acknowledge that other users have access to the Site and any Personal Information posted on the Site to the extent that you make it available. All users must comply at all times with applicable laws, ordinances, regulations, and Smarter Contact policies in using the Site or posting information therein.

USE OF YOUR PERSONAL INFORMATION

When you request the services of a third party through Smarter Contact, we share the necessary Personal Information with that third party as required to provide the specific product or service that you request. These third party partners are obligated not to use your Personal Information for any reason other than to provide the service or product that you have explicitly requested. If you join Smarter Contact through a third party site, it is our general policy not to share anything other than summarized or aggregated data with the partner; however, any Personal Information you provide may also be received by the third party site and could be stored and used by the third party service or product provider according to their privacy policy. We strongly encourage you to take the time to review these third party privacy policies.

You may provide Personal Information about other individuals or entities in order to receive the Services. By providing that information, you agree that Smarter Contact may use the information to provide the Services and may store such information for any future Services that you may request. Unless you and Smarter Contact otherwise agree in writing, you agree that Smarter Contact may use this information for general business purposes. Smarter Contact also may obtain information regarding your wireless services provider through the applicable mobile phone number. Smarter Contact may also use information that you are required to submit about yourself to opt-in to receive communications from Smarter Contact or from other users of the Services. If you voluntarily share information with other users of the Services, Smarter Contact has no control over their use of such information. Smarter Contact disclaims any liability for another user’s use of Personal Information that you voluntarily share.

We may share or transfer your Personal Information to unrelated third parties in the following circumstances: (i) in compliance with a legal requirement, judicial proceeding, court order, or legal process served on Smarter Contact; (ii) in investigating a possible crime, such as fraud or identity theft; (iii) in connection with the sale, purchase, merger, reorganization, liquidation or dissolution of Smarter Contact; (iv) when we believe it is necessary to protect the rights, property, or safety of Smarter Contact or other persons; (v) when the Personal Information is submitted by an individual other than the user; or (vi) as otherwise required or permitted by law.

Other than as described above, we do not sell or trade your Personal Information with third parties. Third party service providers are not authorized to retain, share, store or use your Personal Information for any purposes other than to provide the services for which they have been hired to provide. Our service providers and other third parties are not permitted to collect your Personal Information without our permission, outside specified times, or in other places on the internet as a result of your use of the Site. When you submit your Personal Information, you also agree that we may use your Personal Information to contact you by email or messages through the Site about certain offers made available by us or third parties that we believe you might be interested in based on information you have provided to us.

We save your Personal Information until your account with us is terminated or your use of the site is otherwise discontinued, or the service package(s) you purchase has expired, whichever is later. To terminate membership, contact Smarter Contact customer service at support@smartercontact.com. If you terminate your membership, your Personal Information cannot be recovered, and you may continue to receive email communications for a short period of time until we have updated all of our databases.

Notwithstanding the foregoing, your Personal Information will remain on our archived database and records. We will not use this archived Personal Information except to the extent we believe it may be necessary to prevent fraud or future abuse, or if required by law. In addition to the above, we will maintain information on users who have been removed for violating any of our agreements. If you have any questions about this Policy or the practices of this site, please contact the Site administrator.

USE OF AGGREGATE INFORMATION

Aggregate Information may be used to improve the Site and Services, to monitor traffic and general usage patterns on the Site, and for other general business purposes which we determine in our sole discretion. Thus, we may disclose or sell Aggregate Information to third parties for a variety of business reasons. Aggregate Information will not include any Personal Information and we will not disclose any Personal Information except as expressly stated elsewhere in this Privacy Policy. For example, we may disclose Aggregate Information to (i) organizations approved by Smarter Contact that perform research in the areas of computer repair services and software; and (ii) other users of the Services or the Site for purposes of providing a comparison across users. Aggregate Information is routinely gathered for purposes of identifying the use of the site, including information such as what pages are being visited most, what domains our visitors are coming from (i.e. google.com), when our servers are busiest, and what websites are referring users to us and aggregated data for purposes of analysis and gathering statistical information. This information helps us to improve our services and to evaluate our marketing efforts. We only use such data anonymously and aggregately. The treatment of Aggregate Information is subject to change in accordance with the then applicable law. We own all rights in and to the Aggregate Information. We may also provide these non-personally identifiable anonymous summary statistics about our customers' interests and preferences, services sold, traffic patterns and related site information to third parties.

SECURITY OF INFORMATION

We use industry standard physical, technical and administrative security measures to protect your Personal Information. Contracts with our third party service providers require them to keep information confidential. Sensitive data (such as a credit card number) is protected by SSL encryption when it is

transmitted between your web browser and the Site. However, no data transmission or storage system can be guaranteed to be 100% secure. If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem. Please note that emails you send to us through our Site are not encrypted, and we strongly advise you not to communicate any confidential information through these means. Although we have implemented measures designed to help protect your Personal Information, we cannot guarantee the security of your data as it travels over the Internet.

COOKIES

We may also use “cookies” and your Personal Information to enhance your experience on the Site and to provide you with personalized offers. A cookie is a small data file placed on your computer’s hard drive that contains information that allows us to track your activity on the Site. The cookie itself does not contain any Personal Information; however, if you provide any Personal Information to us, the cookie may act as an identifier to tie your Personal Information to your IP address or computer. You may choose to delete cookies from your computer’s hard drive at any time or to disable cookies on your computer. If you delete cookies that relate to the Site, we may not be able to identify you upon your return to the Site. Additionally, if you disable your computer’s cookies, you may not be able to access certain features of the Site that require that cookies be enabled. The Site’s cookies cannot be used to read data from your hard drive and cannot retrieve information from any other cookies created by other websites. Additionally, our cookies cannot be used as a virus, Trojan horse, worm or any other malicious tool that could impair your use of your computer. Our cookies are used to help us better understand how you and other users use the Site so we can continue to provide a better, more personalized user experience on the Site.

POLICY CHANGES

We expressly reserve the right to change this Policy from time to time to reflect changes in the way we collect or use information or changes in privacy-related laws, regulations, or industry standards, without notice to you. You agree that it is your responsibility to review this Policy from time to time and to familiarize yourself with any modifications. Your continued use of the Site and/or Services indicates your consent to our collection and use of your Personal and Aggregate Information under the then current Policy.

LINKS TO OTHER WEBSITES

The Site may contain links to websites operated by third parties that are unrelated to Smarter Contact. Those websites may have their own privacy policy or no privacy policy at all. We do not have any responsibility for those websites, and we provide the links solely for the convenience of our visitors.

CONTACT INFORMATION

If you have any comments, questions, or concerns about the Policy, please feel free to contact us at Support@smartercontact.com