

## Introduction

PnewSoft, LLC is committed to providing the best service in the mobile collection, analysis, and reporting of installation, service and inspection data. Because we respect your right to privacy, we have developed this Acceptable Use and Privacy Policy to inform you about our privacy practices, and the acceptable use of any data gathered from you.

In keeping with our commitment to your privacy, this statement will inform you of:

- Information we gather from you
- How we use and with whom we share the information we gather
- Your ability to opt-out of future notifications
- Security procedures in place to protect your information from loss, misuse, or alteration

Questions regarding this policy should be directed to [info@pnewsoft.net](mailto:info@pnewsoft.net). Please specify "Acceptable Use and Privacy Policy" in the subject line of your email.

## Overview

Privacy is a great concern to most users of the Internet, and is a critical part of an enjoyable and satisfactory user experience. We at PnewSoft are acutely aware of and sensitive to the privacy concerns of our members and other visitors to our website. Whether you are a subscriber of fireNspec or visitor to our site, we assure you that we do not collect personal information from you unless you provide it to us. If you are subscribing to fireNspec, you will be asked to provide certain personal information. Please note that we are asking for this information for the limited purpose of creating User Accounts from which we will track the collection of inspection data from your organization. You should also be assured that we do not provide or sell information about our subscribers or site visitors to anyone.

This Acceptable Use and Privacy Policy apply to the PnewSoft site. Each of our members, partners, and affiliates maintains its own privacy policy that may be viewed on its website. We strive to provide our subscribers and visitors with the highest level of privacy possible, and therefore require that our members, partners, and affiliates offer no less protection than that offered in this Acceptable Use and Privacy Policy. In addition, each of our affiliates must meet the data protection requirements of their relevant national laws.

## Information We Gather from You

### *Personal Information*

We do not collect any personal information from a visitor to our site unless that visitor explicitly and intentionally provides it. Under no circumstances do we collect any personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health or sex life. If you are simply browsing our site, we do not gather any personal information about you.

There are two ways in which you may explicitly and intentionally provide us with and consent to our collection of certain personal information:

**E-Mail Request for Information** – we use links throughout our site to provide you with the opportunity to contact us via e-mail to ask questions, request information and materials, or provide comments and suggestions. You may also be offered the opportunity to have one of our representatives contact you personally to provide information about our products or services. To do so, we may request additional personal information from you, such as your name and phone number, to help us satisfy your request.

**Subscription** – if you choose to subscribe to one of products or services, we will request certain information from you. Depending on the type of product or service that you request, you may be asked to provide different personal information. For certain products and services, we may require your name, address,

telephone number, e-mail address, and credit card number or PayPal information. Other products and services may require different or supplemental information from you in order to complete your transaction.

#### *Statistical Information About Your Visit*

When you visit our site, our computers may automatically collect statistics about you visit. This information does not identify you personally, but rather about a visit to our site. We may monitor statistics such as how many visit our site, the user's IP address, which pages people visit, from which domains our visitors come and which browsers people use. We use these statistics about you visit only to help us improve the performance of our website.

#### *Use of Cookies*

We only use "cookies" as described in this section. A "cookie" is a piece of information that our website sends to your browser, which then stores this information on your system. Cookies are required to access PnewSoft's website, and are used to maintain the login state for a particular user account. When your browser window is closed, however, the cookie is automatically deleted from your system. You should be aware that cookies contain no more information than you volunteer, and they are not able to "invade" your hard drive and return to the sender with personal or other information from your computer.

### **How We Use and With Whom We Share the Information We Gather**

We assure you that the information we gather from you is used only by us as described below.

PnewSoft collects data from you, through our interactions with you and through our products. You provide some of this data directly, and we get some of it by collecting data about your interactions, use, and experiences with our products. The data we collect depends on the context of your interactions with PnewSoft and the choices you make, including your privacy settings and the products and features you use. We also obtain data about you from third parties.

PnewSoft uses the data we collect to provide you with rich, interactive experiences. In particular, we use data to:

- Provide our products, which includes updating, securing, and troubleshooting, as well as providing support. It also includes sharing data, when it is required to provide the service or carry out the transactions you request.
- Improve and develop our products.
- Personalize our products and make recommendations.
- Aggregate your data with data of other users to analyze it and provide additional, improved products. Some of the aggregate data may be shared with partners anonymously.
- Advertise and market to you, which includes sending promotional communications, targeting advertising, and presenting you with relevant offers.

We also use the data to operate our business, which includes analyzing our performance, meeting our legal obligations, developing our workforce, and doing research.

In carrying out these purposes, we combine data we collect from different contexts (for example, from your use of two Microsoft products) or obtain from third parties to give you a more seamless, consistent, and personalized experience, to make informed business decisions, and for other legitimate purposes.

The information provided by you through the website forms may be used to contact you to discuss the

support, renewal, and purchase of our products and services. We may also provide the information you have submitted on the website forms to a PnewSoft subsidiary, business partner, representative, or Affiliate (either within or outside the United States) so that the subsidiary, business partner, representative, or Affiliate can contact you and facilitate the support, renewal, and purchase of PnewSoft products and services. Please be assured that any subsidiary, business partner, representative, or Affiliate who contacts you for one of these purposes has agreed to use the information we supply only in accordance with a confidentiality agreement.

#### *Processing Payment*

If payments are processed through credit card or electronic funds transfer, we may provide your personal information to appropriate financial institutions, processors, and third parties under contract with PnewSoft or our Affiliates for providing a subset of the payment services (for example, tax calculations and fraud screening). In each case, the use and distribution of your personal information will be used by such entity for its internal use related to fulfilling the transaction services for PnewSoft, will be treated as confidential by this entity, and will be transferred between PnewSoft and this entity only via encrypted means.

#### *If We Are Required to Disclose By Law*

If we are required by law to disclose certain information to local, state, federal, national, or international government or law enforcement authorities, we will do so (for example, we may disclose the identity of purchasers of certain software products to the U.S. Department of Commerce, Bureau of Export Administration, as required under the terms of our export license).

#### *Surveys*

From time-to-time, we may request information from our members via surveys. Participation in these surveys is completely voluntary and the user therefore has a choice whether or not to disclose this information. Survey information will be used for purposes of monitoring or improving the use of and satisfaction with this website.

#### *Your Ability to Opt-Out of Further Notification*

From time-to-time, we notify our members of new products, announcements, upgrades and updates. If you would like to opt-out of being notified, please contact us via e-mail or at our mailing address.

#### *Our Security Procedures*

We consider the protection of all inspection data and personally identifiable information we receive from our website visitors and members as critical to our corporate mission. Please be assured that we have security measures in place to protect against the loss, misuse, and alteration of any information we receive from you. As with any transmission over the Internet, however, there is always some element of risk involved in sending personal information. In order to try and minimize risk, we encrypt all information that you submit in the ordering of one of our products or services and when requesting or viewing inspection reports.

### **Changes to this Policy**

If a material change is made to this Acceptable Use and Privacy Policy and/or the way we use our members' personally identifiable information or inspection data, we will post prominent notice of the nature of such changes on the first page of this policy.