

# CUSTOMER TERMS OF SOFTWARE USE AND PRIVACY POLICY

**Cyber Shield Associates, Hereinafter referred to "CSA"** provides YOU (The End User Customer) with a 14 Day Free Trial of its cyber security encryption software. If You choose to continue Your protection beyond the 14 Days, You can upgrade to a month to month paid continuous use License. Company has a **30 DAY UNCONDITIONAL SOFTWARE SATISFACTION GUARANTEE** for Company's **GUARDIAN Cyber Security Software Suite**. If you are dissatisfied for any reason, your monthly software license fee and one time download fee will be fully (100%) refunded. **Purchaser/Client further agrees that after the 30 DAY satisfaction guarantee, THERE ARE NO REFUNDS.**

**If You decide to cancel for any reason within 30 days from Your continued protection purchase date, a written refund request must be e-mailed to: [refundrequest@csaWebSecurity.com](mailto:refundrequest@csaWebSecurity.com) 100% of The purchase price will be placed back on the credit card used to make the initial purchase within 7 business days.**

**If after the 30 day satisfaction guarantee You choose to discontinue paying the Month-To-Month software use license fee, a subscription cancellation via WRITTEN REQUEST ONLY must be provided by E-mail at least 15 days prior to the software expiration date to: [cancelsubscription@csaWebSecurity.com](mailto:cancelsubscription@csaWebSecurity.com). If written cancellation request is received fewer than 15 days, as determined solely by the Time & Date Stamp of Clients E-mail cancellation request, the cancellation will not go into effect until the completion of the next billing cycle.**

**License:** CSA, grants to the registered individual and or Business entity, ("Licensee") a non-exclusive license to use the Software solely for its intended purpose on a month to month basis and for the number of computers/workstations selected. Title and all ownership and proprietary rights to the Software remain the property of CSA.

## PRIVACY POLICY

CSA's privacy policy ("Privacy Policy") covers the collection and use of personal information ("Personal Information") that we may gather any time you interact with us, such as when you visit our Web site, demo our products, purchase CSA products, or when you call our customer support or sales departments. This policy describes our data privacy practices, including what type of information is gathered, how CSA uses the information, and how we safeguard your Personal Information.

**AT CSA, PROTECTING YOUR PRIVACY IS IMPORTANT TO US. AFTER ALL, ONLINE PRIVACY AND SECURITY IS WHAT WE'RE ALL ABOUT.**

You expressly consent to the processing of your Personal Information according to this Privacy Policy. Personal Information may be processed by CSA in the country where it was collected as well as other countries (including the United States) where laws regarding processing of Personal Data may be less stringent.

### WHY CSA COLLECTS PERSONAL INFORMATION

CSA only collects your Personal Information where it is required to provide you products or services which you request such as additional documents, demonstrations of our software, or sales orders. By maintaining an accurate customer database, we are able to send notifications via e-mail to keep you informed about the status of our products and to provide updates and technical notices.

### WHAT INFORMATION WE COLLECT

CSA collects your Personal Information at a variety of points, including when you place an order through our e-Commerce providers register software, request services or take part in other activities on our Web site. For example, we often ask for your Personal Information when you are looking to demo our technology, conferring

with one of our customer support technicians, downloading a new product or program update, registering your software or purchasing a product. During these interactions we will collect Personal Information relevant to your transacting with CSA, such as your name, mailing address, phone number, e-mail address, business or personal check information, ACH/Wire Transfer information and credit card information, or when you are doing a demo your information about the CSA. Products you own or use, such as the activation code or key code, date of purchase and information relating to a support issue.

Please be aware that if you prefer not to provide us with your Personal Information, because such information may be necessary for us to provide certain services, we may not be able to, or may choose not to, make such services available to you.

### **REGARDING CHILDREN**

CSA does not intentionally gather Personal Information about visitors who are under the age of 13.

### **COOKIES AND OTHER TECHNOLOGIES**

Following common e-commerce practices, CSA uses "cookies" and other technologies to collect non-personal data that enables us to better understand and improve the usability, performance and effectiveness of CSA's Web sites. Cookies are unique text files sent to your browser and stored on your computer.

If you do not want CSA. To send cookies to your browser, you can set your browser options to reject cookies or notify you when a Web site tries to put a cookie in your browser software. Rejecting cookies may affect your ability to use some of our Web site services.

Additionally, CSA gathers general information about visits to our Web site and stores this information in log files. This information is stored in anonymous profiles and is not associated with a user's account. This information includes the number of total visits to our Web site, and which browser is used to view our Web site (including the version number). No Personal Information is contained in this data. CSA uses this information to understand traffic and downloads on our Web site, enabling us to improve the site, provide the best online experience possible and improve our ability to serve our customers.

### **SHARING YOUR PERSONAL INFORMATION**

CSA is committed to protecting your privacy. CSA will not, under any circumstances, rent or sell your Personal Information nor does CSA trade or exchange mailing lists with any other organization. Furthermore, CSA only shares your Personal Information with our contractors that assist us in our efforts to fulfill our obligations to you, and then only with partners that commit to adhere to the same level of commitment as CSA to protect your privacy and data. CSA maintains this information; but we may disclose your Personal Information to third parties if we believe that such action is necessary to (1) comply with the law; (2) protect and defend the rights or property of CSA; (3) enforce the CSA Terms of Service Agreement; or (4) protect the safety of any individual or the general public.

### **CYBER SHIELD ASSOCIATES**

CSA may share some or all of your Personal Information with any subsidiaries, joint ventures, or other companies under a common control (collectively, "affiliates"), in which case we will require our affiliates to

honor this Privacy Policy. If our company or our assets are acquired by another company, that company will possess the Personal Information collected by us and it will assume the rights and obligations regarding your Personal Information as described in this Privacy Policy.

## **HOW WE COMMUNICATE WITH YOU**

CSA may have an optional e-mail service for customers who wish to periodically receive promotional information, such as general product, service and CSA news. Customers are provided the option to opt-out within each e-mail. If you no longer wish to receive CSA communications, you may "unsubscribe" from our mailing program at any time in the following ways:

By clicking on the auto-unsubscribe link included in each e-mail

By contacting our customer support department via FAX at 1-702-476-9892, via direct mail to: CSA 3960 Howard Hughes Pkwy Fifth Floor Las Vegas, NV 89169 USA or e-mail to: [communication@csaWebSecurity.com](mailto:communication@csaWebSecurity.com)

We will then update our database and take reasonable measures so that no further promotional correspondence should be sent to the e-mail address. You may, however, still receive transactional messages.

## **TRANSACTIONAL MESSAGES**

CSA may send required notifications via e-mail to keep you informed of the status of your orders or accounts and to provide updates and technical notices. This service is used for messages that are important for the maintenance of your subscription and the functionality of our services. When you purchase or register a product online, we require an e-mail address for completion of the transaction, which we will use for these communications.

## **WAYS TO UPDATE YOUR PERSONAL INFORMATION**

CSA carefully maintains our customer database in an effort to keep your Personal Information accurate for the purposes for which it is used. It is your right to be able to update your Personal Information as needed. You can correct out-of-date information, update information, remove information or review any information previously provided to CSA by contacting our customer support department: via FAX at 1-702-476-9892, via direct mail to CSA, 3960 Howard Hughes Pkwy, Fifth Floor, Las Vegas, NV 89169 USA or e-mail to: [communication@csaWebSecurity.com](mailto:communication@csaWebSecurity.com) Please note, however, we may retain certain information relating to software licensing and your information may also be retained in our archives. When contacting our customer service, we will verify your identification through the use of security questions before sharing any Personal Information as it appears in our customer database.

## **CYBER SHIELD ASSOCIATES COMMITMENT TO DATA SECURITY**

CSA has security measures in place, such as the following, to protect against the loss, misuse and alteration of your Personal Information in our customer database. Personal Information provided to CSA is stored in secure facilities with access restricted to authorized personnel only. We have put in place a series of access-control procedures required for retrieval of personal information. The CSA Web site is regularly tested for security breaches to protect against unauthorized viewing of Personal Information.

To provide secure credit card processing when ordering, orders placed through our Web site are processed through a payment gateway which operates under its own privacy policy.

CSA DOES NOT store credit card information. If you choose to purchase the software online using a credit card, the credit card information is sent to a third party Tier 1 PCI COMPLIANT credit card processor/facilitator using SSL (Secure Socket Layer) encryption, an industry-standard method for protecting data as it travels over the Internet. If at any time you would like to make a purchase, but do not want to provide your credit card information online, follow the "Customer Service" link in the shopping cart checkout page. There you will find information for placing your order via phone, fax, or regular mail.

Although we make good faith efforts to store the Personal Information we collect in a secure operating environment that is not accessible to unauthorized users, we cannot guarantee complete security.

#### **INDEMNIFICATION**

In no event will Cyber Shield Associates (CSA) be liable to any party for any direct, indirect, special or other consequential damages for any use of this web site and web service, or use of products illustrated within this site and service, including, without limitation, any lost profits, business interruption, loss of programs or other data on your information handling system or otherwise, even if we are expressly advised of the possibility of such damages."

#### **ACCEPTANCE OF THIS PRIVACY POLICY**

By using the Web site or any services provided through the Web site, you expressly consent to the use and disclosure of information as described in this Privacy Policy.

#### **PRIVACY POLICY REVISIONS**

CSA reserves the right to amend, revise or modify this policy and our other policies and agreements at any time and in any manner. Any revisions, amendment or modification will be posted on [www.csaWebSecurity.com](http://www.csaWebSecurity.com).

#### **CYBER SHIELD ALLIANCE Contact information:**

[inquiry@csaWebSecurity.com](mailto:inquiry@csaWebSecurity.com)

#### **SEND ALL OTHER WRITTEN CORRESPONDENCE TO:**

**CSA** 3960 Howard Hughes Pkwy Fifth Floor Las Vegas, NV 89169 USA or e-mail to: If you do not receive acknowledgement of your inquiry or your inquiry has not been satisfactorily addressed, you should contact CSA by calling 877-396-2777.

Effective 10/17/2015 CSA. Terms of software use/privacy statement disclosures were updated.