



Privacy Policy

This privacy policy explains how Surgisoft LLC. (together with its subsidiaries, affiliates, "Surgisoft"), collects, uses, maintains, and discloses information collected from our customers, visitors to our website, individuals who contact us, and visitors to our customer's websites ("Users").

Surgisoft strives to provide a safe and reliable, and enriched service experience to clients and the global community. In order to fulfill this goal we sometimes collect information during your visit to our website. Surgisoft promises the following:

- We do not offer for sale, share, or lease any information given to us, except as disclosed in this privacy policy ("Privacy Policy").
- Our Privacy Policy applies to prospective, current, and former customers and users.

Please review our Privacy Policy in conjunction with your contract with us if any. The terms of this Privacy Policy are in addition to the terms of our contract.

We collect information from Users in many ways. The purpose of this Privacy Policy is to provide Users with an understanding of what types of information we collect, how we treat it, enable them to understand which personal identifying information ("PII", "Personal Information") may be collected, and choices they may have related to this information. We reserve the right to change our Privacy Policy at any time. To stay updated on our current Privacy Policy, please visit this page often. If you have a question about how a certain type of information is handled, please e-mail us at support@surgisoft.com.

Safe Harbor Privacy Principals

Surgisoft adheres to the Safe Harbor requirements published by the U.S. Department of Commerce pertaining to Personal Information of Users that Surgisoft serves from the European Economic Area ("EEA"). The United States Department of Commerce and the European Commission have agreed on a set of data protection principals and frequently asked questions ("Safe Harbor Principals") to enable US companies to satisfy the requirement under European Union law that adequate protection be given to personal identifying information transferred from the EU to the United States. The EEA has recognized the US Safe Harbor as providing adequate data protection. The seven Safe Harbor Principals can be found in this Privacy Policy and are denoted at the end of each respective section with the following remarks: **[1]Notice, [2]Choice, [3]Transfer to Third Parties, [4]Access, [5]Security, [6]Data Integrity, [7]Enforcement.**

More information about Safe Harbor principals can be found here:
<http://www.export.gov/safeHarbor/>.

Support and Access

As a User you may be asked to disclose personal information to Surgisoft so that we can provide technical support to you. We may collect personal information for account verifications in order to provide technical support and troubleshooting services using our online ticket system or proactive site monitoring tools. If you choose to contact us via email or our online ticket system we may retain a copy of the communication with your email address, account information, and our responses. **[1]Notice**

Surgisoft makes reasonable effort to make sure all collected data is reliable, up to date, accurate and complete. **[6]Data Integrity**

Information that we collect

Customer Record – When Users become customers they provide us with their physical and mailing addresses, email, and phone number. Users may also provide us with their fax number and company affiliation (together “Customer Record”).

Inquiries – When Users contact us we may ask for information that allows us to contact them, validate the seriousness of their inquiry and request specific information related to the reason they have contacted us (User Inquiry Information).

Surveys – Users may be offered the opportunity to respond to surveys, questionnaires and other requests for information (Survey Information). The types of data that Users provide to us is set out in the survey request.

Web Server Logs - When Users visit our websites, Surgisoft may collect information to administer the site and analyze its usage such as:

- Internet protocol address;
- The type of browser or computer used;
- The number of links clicked within our website;
- The state or country from which our website is accessed;
- The date and time of the visit;
- The name of Internet service provider;
- The Web page from which a user linked to our website; and
- The pages viewed on our website

Cookies – Our website uses cookies. These data files are read by our server to determine whether Users have visited our site before, how often, the length of time and which pages Users view. The equipment we use to provide Services to Users may also place cookies on their computers.

How we use information that we collect.

Subpoenas and Other Demands for Information - Surgisoft LLC is required to comply with demands for information as dictated by State and Federal law. Examples of these demands include subpoenas, warrants, and civil discovery demands. Information covered by our Privacy Policy may be disclosed following such a request if we determine, in our sole discretion, that such a disclosure is necessary or required. We may also disclose this information if it is necessary or required to protect our interests, the interests of our customers, or in connection with the sale of our business.

Customer Record – We use the Customer Record to identify Users personally. It is used throughout our business to provide services to Users. Information in your Customer Record will only be shared with third parties if it is necessary to provide Third Party products to you.

Customer Inquiries – We use Customer Inquiry Information to identify Users personally. It is used throughout our business to provide services to Users. Customer Inquiry Information is shared with third parties in the following circumstances: to identify and fix problems with services we provide when we are not capable of doing so ourselves.

Survey Information – We use Survey Information to identify Users personally. We use it throughout our business to market new products and services to Users. Survey Information is not shared with third parties in ways that identify Users personally. To the extent we share Survey Information with third parties, it is done in aggregate.

Web Server Logs - We do not use Web Server Logs to identify Users personally. We use the information to determine the effectiveness of our marketing programs; improve the functionality of our website; and to collect demographic data about where Users go on our website and how they behave.

Statistical Information – We do not use Statistical Information to identify Users personally. We use statistical information to operate our hardware and software, diagnose problems and administer our website.

Cookies – We may use Cookies to identify Users personally. We use the information provided by cookies to change the way our website looks to Users; to keep Users logged in to certain areas of the website; to ensure continued connection to the Equipment; and to collect demographic data about where Users go on our website and how they behave. Cookies used by our Equipment are used to track and log activities on the Equipment and our Network for security, network maintenance and other related activities.

Customer Record and Inquiries

Surgisoft uses the information we collect to notify you about your account and to notify you about changes of the terms and conditions governing use of our websites, products and services. We may also use the information we collect to notify you about other products and services we think you will find valuable and about special offers. You may notify us of your desire not to receive notifications relating to new products and services and specials offers by opting-out as provided for below or by [clicking here](#).

Our employees, contractors, or agents will at times require access to your personal information. Surgisoft permits access to this information only for business purposes such as administration and support for our products and services.

Compliance with Laws and Law Enforcement

We cooperate with government and law enforcement officials to enforce and comply with the law. We will disclose any information about Users upon valid request by government or law officials as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (including without limitation subpoenas), to protect your property and rights, or the property and rights of a third party, to protect the safety of the public or any person, or stop activity we consider illegal or unethical.

Contacting You Directly

Surgisoft may contact you directly through the email address or other information provided upon account signup. Surgisoft will contact you to respond to your questions, to provide the services you request, to manage your account, and/or to inform you of any service announcements. If you require an account contact change, please submit a request to our Support department via support@surgisoft.com.

Opt-out

If you do not want to receive promotional materials or surveys from Surgisoft, you may opt out at any time by [clicking here](#). You may also opt out by clicking the "Unsubscribe" link where available in Surveys or e-mails, from the "Unsubscribe" link located on the "Contact Us" page of <http://www.surgisoft.com>, or by sending an e-mail with the subject "I do not wish to receive special communication from Surgisoft" to support@surgisoft.com. Once this message is received your account will be noted and all reasonable measures will be taken to remove your account from future non-pertinent account e-mailings. **[2]Choice**

Data Retention and Security

We keep the information covered by this Privacy Policy indefinitely. Information collected from our website is protected by SSL 128 bit encryption technology during transmission. Information kept by us in our business is protected using industry standard security measures. No means of communication or information transmission or storage is totally secure. Because of this we are not responsible for loss corruption or unauthorized acquisition and use of information covered by this Privacy Policy, or for any resulting damages, including unauthorized acquisition and use. Additionally, please note that electronic communication (ex: email, online chat, or instant messaging) that you may send to us may not be secure unless we advise you in advance that security measures will be in place prior to your transmitting the information. For that reason, we ask that you do not send confidential information such as financial information, social security numbers, or passwords to us through unsecured electronic communication. **[5]Security**

Access to Your Personal Information and Correction of Inaccuracies

If you wish to access and/or update the personal information we have collected from you, you contact support@surgisoft.com to request information or a change form or by contacting our offices at (214) 599-8811 .

[4]Access

Transfer to Third Parties

If you wish to transfer your account to a third party (ex: new company owner), you must make this request via our helpdesk by contacting support@surgisoft.com or calling our offices directly at (214) 599-8811 and requesting the Support Manager. After your request is received we will provide a transfer of ownership form and we will complete an account standing and history audit. Once you have returned the transfer of ownership form your account a request will be verified by our Management team. Once the account ownership change is verified and processed, the new account owner will be protected by this Privacy Policy. **[3]Transfer to Third Parties**

Transfer of Data Abroad

if you are visiting the Surgisoft website from a country other than the countries in which our networks are located, the various communications will necessarily result in the transfer of information across international boundaries. By visiting our website and communicating with us you consent to the processing and transfer of your data as set by this Privacy Policy.

Questions or Concerns

If you have any questions, comments, feedback regarding this Privacy Policy or the use and disclosure of personal information, please contact Surgisoft President Kim Corrance via email at kim@surgisoft.com and you will receive a response within a timely manner. **[7]Enforcement**