# Privacy Policy

QBsoft Solutions ("QBsoft") has a number of privacy POLICIES related to the various parts of our business activities that require the collection, use, and dissemination of personal information. These POLICIES can be generally categorized as follows:

- Web Site
- Registered Owner Information (Customer Data)
- Shared Information (Specific per installed site)

On January 1, 2004, the Personal Information Protection Act (PIPA) came into effect in British Columbia. This is in addition to the current federal privacy legislation (Personal Information Protection and Electronic Documents Act). The purpose of PIPA is to balance the right of individuals and to protect their personal information with the need of organizations to collect, use, disclose, and retain personal information for purposes that a reasonable person would consider appropriate in the circumstances. Our privacy protection practices are compliant with both the provincial and federal privacy laws.

## Contact QBsoft's Privacy Compliance Officer
If you have questions after reading our POLICIES, or would like clarification on any of the points discussed, you can contact QBsoft's Privacy Compliance Officer in writing or by email.

QBsoft Solutions
1939 144$^{th}$ Street
Surrey, BC
V4A 7M6

privacy@qbsoft.ca

## Web Site Privacy
QBsoft Solutions ("QBsoft") web site provides our customers with the ability to review new products, download product information, and download solution documentation.

Your privacy is a top priority for QBsoft, so we have created this policy to demonstrate our commitment to its protection. Any information collected by us on our web site is used only for its stated purpose, and we make every reasonable effort to communicate those purposes to you.

The following policy statement summarizes QBsoft's protection and use of any personal information collected from any user of QBsoft's web site.

### Your IP Address and Our Log Files
IP addresses help us to diagnose problems with our server and administer our web site. IP addresses are also used to analyze trends, track user movement, and gather broad demographic information for use in aggregate form.
IP addresses are not linked to personally identifiable information.
Our Web servers automatically capture your IP address, domain name, the referring Web page from which you enter our site, the pages you visit on our site and the amount of time you spend here. All websites are capable of capturing this information and most do. We do not collect any information that can reveal your personal identity unless you voluntarily provide it when you register to use interactive features of the site or receive information from us.

### Cookies
A cookie is a piece of data stored on your computer's hard drive containing information about you and your preferences. A cookie temporarily stores information so that you don't have to repeatedly select certain options or input data in forms. Usage of a cookie is in no way linked to any personally identifiable information while on our site. Once your browser is closed by you, the cookie is terminated.  When you visit our site, we may place a cookie on your computer that will allow us to customize and enhance your experience and improve the services we offer at our website, or to report site activity. Our cookies will never be used to track your activity on any third party websites or to send spam (e.g. unsolicited) e-mail to you.

**Sharing**

QBsoft does not permit advertising on its web site. Aggregated demographic information is therefore not shared with any outside party. Aggregated demographic information used internally by QBsoft to manage our web site is not linked to any personal information that can identify any individual person, or website without your consent.

**Customer Feedback**

We are committed to providing the very best customer service to our customers. To ensure we continually meet and exceed your expectations we may send you a customer survey. Your feedback will help us better understand and meet your needs. We may share your comments with our members and third parties, or use them for marketing purposes. To protect your privacy, you will be identified only by first name and city of residence.

**Links**

QBsoft's web site may contain links to other sites. QBsoft is not responsible for the privacy POLICIES and practices or the content of such other sites. We recommend that when you leave our web site, you read the privacy statements of any other web site that collects, uses and/or disseminates personal information. Our privacy POLICIES apply only to QBsoft's web site.

**Information Input By You**

QBsoft's web site contains some registration forms, inquiry forms, and payment forms that require you to give us personal information such as contact and payment details. This information is only ever used for its stated purpose.  No personally-identifiable information collected during your visit to this website will ever be used to affect your existing account or contributions or service contracts paid to QBsoft Solutions.

**Use of Contact Information**

Your contact information is used to contact you only when necessary (or requested) in connection with transactions entered into by you on our web site. Contact information can only be used for the specific transaction entered into by you.  We will not sell, rent or share any personally-identifiable information you provide to us during your visit to this

**Use of Financial Information**

Your financial information (e.g. credit card number) is used by us to carry out the specific transaction entered into by you on our web site. Financial information cannot be used to carry out a transaction not specifically requested by you.

**Security Precautions**

QBsoft takes every reasonable precaution to protect your personal information, both on-line and off-line. We have put security measures in place to protect the loss, misuse and/or alteration of the information provided                                by                                you.

When a secure form on our site requests sensitive personal information such as a credit card number, that information is encrypted. While on a secure page, you will notice the lock icon on the bottom of web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked.

**Additional Information**

Additional information regarding QBsoft's web security policy and practices can be obtained by contacting our Privacy Compliance Officer.