

# EnTelegent Solutions Inc. (ESI) Privacy Policy

revised 08/07/2020

## Your Privacy

ESI is committed to protecting your privacy. We only use the information we collect about you to provide service and support to our members. Please read on for more details about our privacy policy. This statement applies to EnTelegent.com, and EnTelegent Solutions, Inc and its affiliated companies and subsidiaries. ESI will never sell, lease, share, rent, or barter ANY of your personal information to anyone outside of our organization.

## What information do we collect? How do we use it?

ESI collects personally identifying information from our users through the use of forms used by users to submit online trouble tickets, orders or to obtain quotes for services. Generally, this information includes name, e-mail address, phone number, and other identifying information. All of this information is provided to us by you. Any personal information you submit through our site will be held in confidence. In no way will your personal information ever be used, sold, or disclosed without your consent, except as set forth herein. We will use your email address to communicate with you about our services and your use of the site. We may, from time to time, choose to send email to our users in the form of a newsletter or special offer.

When you visit our web site, we may collect, retain and use non-public personal information in order to measure the use of our site and to improve the service and content of our site. Such information may include, but may not be limited to:

- statistical information on subjects such as: how many visitors come to our web site, how they navigate through the site, which browsers they use to visit the site, etc.
- IP addresses for systems administration and troubleshooting purposes.
- the number of visits, average time spent on the site, pages viewed, etc.

## What about "cookies"?

ESI uses cookies to recognize you and your access privileges on our site, as well as to track site usage. We do not use cookies for any reason other than to help make the ESI website easy for you to use. Cookies, by themselves, are not able to extract any personal information from you, and the site can only read cookies created by the site. Cookies only persist for the current active session and are discarded when the session terminates.

## How do we protect your information?

This site is hosted on a secured server that does not allow access to the public. Firewalls passwords, and encryption technology protect the information about our users we collect and store. We have implemented commercially reasonable security measures to protect the loss, misuse, and alteration of your personal information under our control. We give access to information about customers only to those employees who require it to perform their jobs. However, be aware that it is possible that electronic communications may be accessed by unauthorized third parties when communicated between you and ESI, using the Internet, other network communications facilities, telephone or any other electronic means which are outside the control of ESI.

## Will ESI disclose the information it collects to outside parties?

ESI does not sell, trade, rent or publish your personal information to any third party. ESI may provide anonymous aggregate statistics about our members, site traffic patterns, and related site information to reputable third-parties, but these statistics will not include personally identifying information. We may provide personally identifiable information and non-personally-identifiable information to our employees and/or contractors for the purpose of providing and maintaining our services. We require that these parties agree to use such information solely for this purpose, and we use reasonable efforts to limit their use of such information and to use other appropriate confidentiality and security measures.

ESI may also release member information when we believe, in good faith, that such release is reasonably necessary to (i) comply with law, or if necessary to respond to a court order, subpoena, or search warrant, (ii) enforce or

apply the terms of any of our agreements, (iii) take precautions against liability, (iv) to investigate and defend ourselves against any third-party claims or allegations, (v) to assist government enforcement agencies, (vi) to protect the security or integrity of our site, or (vii) protect the rights, property, or personal safety of us, our members or others.

#### **Our Commitment to Children's Privacy**

Our Services are not directed to people under 13 and we do not knowingly collect or maintain information from persons under 13 years of age. If you are under 13 years of age, then please do not use or access the Site at any time or in any manner. If you become aware that your child has provided us with personal information without your consent, please contact us at (800) 975-7192.

#### **International Users**

The ESI service is designed and intended only for members and use within the United States and is not able to provide service for those outside the United States at this time. However, if at any time international service is made available, and you are accessing the site from the European Union, Asia, or any other region with laws or regulations governing personal data collection, use, and disclosure, that differ from United States laws, please be advised that through your continued use of the ESI service, which is governed by U.S. law and this Privacy Policy, you are transferring your personal information to the United States and you consent to that transfer and the jurisdiction of the United States.

#### **In Summary**

ESI is committed to protecting your privacy. We use the information we collect on the site to assist and support our users, customers, and their use of ESI services. We do not sell, trade, rent or publish any personal information.

#### **Your Consent**

By using EnTelegent.com and ESI services, you consent to the collection and use of information as described herein. Because technologies on the Internet change so quickly, we reserve the right to modify this Privacy Policy from time to time. If we make any changes to our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

#### **Questions and Feedback**

ESI knows that your privacy is very important to you. We welcome questions and comments regarding this policy, so feel free to contact us. If you have any questions or feedback related to our Privacy Policy, please email us at [clientservices@entelegent.com](mailto:clientservices@entelegent.com).