

HAWKSOFT, INC. PRIVACY DISCLOSURES

Information Collection & Use

Registration

To request a demonstration of our product, you must first complete the Demo Request form. During registration we ask you to provide contact information (such as name, mailing address, phone number and email address). We use this information to contact you about the services on our site in which you have expressed interest.

HawkSoft, Inc. may from time to time send e-mail newsletters or notifications of changes to the products and services you have expressed an interest in on our website.

HawkSoft, Inc. is the sole owner of the information collected on www.hawksoftinc.com, www.hawksoftinc.net, www.hawksoftcms.com and www.hawksoftcms.net.

Surveys

From time-to-time we may provide you the opportunity to participate in surveys on our site. If you participate, we will request certain personally identifiable information from you. Participation in these surveys is completely voluntary and you therefore have a choice whether or not to disclose this information. The requested information typically includes contact information (such as name and shipping address), and demographic information (such as zip code).

We use this information to collect information from our customers and/or prospective customers on how they use our products, services and/or website.

Information Sharing and Disclosure

Aggregate Information (non-personally identifiable)

We DO NOT share aggregated demographic information about our user base with any third party.

We DO NOT link aggregate user data with personally identifiable information.

Personally identifiable information:

We DO NOT Share Personally Identifiable Information with Third Parties

Agents

We use an outside credit card processing company to bill you for goods and services. These companies do not retain, share, store or use personally identifiable information for any other purposes.

Service Providers

We use third parties to provide remote desktop sharing, (iLinc), online customer service, (Kayako), and access to customer billing information, (SimplePay), on our site. When you sign up for these services, we will share only the information necessary for the third party to provide their service.

These third parties are prohibited from using your personally identifiable information for any other purpose.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Website

Choice/Opt-out

We provide you the opportunity to 'opt-out' of having your personally identifiable information used for certain purposes. If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them by following the instructions included in each newsletter or communication or by emailing us at webmaster@hawksoftinc.com or by contacting us by telephone or postal mail at the contact information listed below.

Log Files

As is true of most Web sites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, date/time stamp, and pages visited data.

We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site.

We do not link this automatically-collected data to personally identifiable information.

Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site. We do link the information we store in cookies to any personally identifiable information you submit while on our site.

We use session cookies to make it easier for you to navigate our site. A session ID cookie expires when you close your internet browser window.

If you reject cookies, you may still use our site, but your ability to use some areas of our site will be limited.

This privacy statement covers the use of cookies by www.hawksoftinc.com, www.hawksoftinc.net, www.hawksoftcms.com and www.hawksoftcms.net only and does not cover the use of cookies by any third parties. [See the "Third Party Advertisers" section.]

Clear Gifs (Web Beacons/Web Bugs)

We employ a software technology called clear gifs (a.k.a. Web Beacons/Web Bugs), that help us better manage content on our site by informing us what content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personally identifiable information.

Third Party Advertisers

We do not allow Third Party advertisers on our site.

Links to Other Sites

This Web site contains links to other sites that are not owned or controlled by HawkSoft, Inc. Please be aware that HawkSoft, Inc. is not responsible for the privacy practices of such other sites.

We encourage you to be aware when you leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information.

This privacy statement applies only to information collected by this Web site.

Bulletin Boards/Chat Rooms

If you use a bulletin board or chat room on this site, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums. For additional terms and rules regarding the use of our message boards, please see our message boards Terms of Use.

Access to Personally Identifiable Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by emailing our Customer Support at webmaster@hawksoftinc.com or by contacting us by telephone or postal mail at the contact information listed below.

Security

The security of your personal information is important to us. We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

If you have any questions about security on our Web site, you can send email us at webmaster@hawksoftinc.com.

Business Transitions

In the event HawkSoft, Inc. goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. You will be notified via prominent notice on our Web site for 30 days of any such change in ownership or control of your personal information.

Changes in this Privacy Statement

If we decide to change our privacy policy, we will post those changes to this privacy statement so that you are aware of what information we collect, how we use it, and under what circumstances.

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here.

Contact Us

If you have any questions, suggestions, or concerns regarding our privacy policy or any published content, please contact us at:

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