

# Exactor Sales Tax Software Privacy Policy

Exactor, Inc. (“Exactor”) is committed to safeguarding your privacy online. Exactor takes this commitment very seriously. We do not give, sell, transfer or otherwise share any personal information to, or with, any third party without first advising our affected customers of this activity. Please read the following policy to understand how personal information is treated.

The following statement discloses Exactor’s consumer privacy practices applied to the Exactor services, and all of the Exactor operated and managed web sites (collectively, “Exactor Web Site”).

Exactor complies with the U.S.- E.U Safe Harbor Framework and the U.S.- E.U. Swiss Safe Harbor Framework set forth by the US Department of Commerce (“DoC”) in regards to, the collection, use and retention of personal data from the European Union and Switzerland. Exactor has certified that it adheres to the Safe Harbor Privacy Principles and has an independent dispute resolution provider to investigate unresolved disputes and complaints. Please see Exactor [Contact Information](#) below.

We do update our policy from time to time. [WE DO NOT SEND PERSONAL NOTIFICATIONS OF ANY SUCH CHANGE OR UPDATE](#), so please check back periodically to see the then governing policy and guidelines. All updates will be published at this site, and shall govern from the date of publication hereon.

Because this site wants to demonstrate its commitment to your privacy, we are disclosing its information practices:

- How Your Information Is Gathered
- How We Use the Information We Gather and Track
- With Whom We May Share Your Information
- Use of Other Users’ Information
- Opt-in/Opt-out
- Updating and Correcting Personally Identifying Information
- Security and Quality of Personal Information
- Links to Business Partners and Other Sites
- Policy Changes
- Exactor Contact Information

## HOW YOUR INFORMATION IS GATHERED

Exactor understands your desire to protect personal information. We intend to inform you how your personal information will be gathered, tracked or used.

We may collect information as you use the Exactor services and surf through our unsecured pages. We may request personal information when you apply for access to our secure areas, Extranet, Intranet, Partner Login, etc. Some identifiable information will be required when you request a service, answer a survey, correspond with us or engage in certain other activities on our website.

We use diverse methods for collecting such information. Some of these methods are described in this document. Please do not view this as a comprehensive and exhaustive list of the ways by which information is gathered. We could use your IP address to help us identify from which geographic location you are logging into our services, to further enhance the services and information that we provide you, and to administer our website. When registering for Exactor’s services, the registration form requires you to give us contact information, such as your name, email address, unique identifiers, and demographic information. In the course of accessing our site, we might automatically track additional information, such as the URL that you just came from, which URL you go to next and what browser you were using. Many Internet web sites typically collect this sort of information automatically.

If you require technical support, we will ask you for information necessary to analyze and resolve the issue – such as information about your computer hardware and software, internet connection details, and the nature of the problem you are experiencing.

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In addition, **Exactor** uses cookies for certain purposes. The use of cookies streamlines your use of and access to our website and services. Among other reasons, cookies allow you to enter your password less frequently during a session and enable us to provide information that is targeted to your interest. A cookie is a small amount of data that is sent to your computer from our website and is stored on your computer's hard drive. Many cookies are "session cookies" that are automatically deleted at the end of a session. You are always free to decline a cookie if your browser enables such a choice, however, in that case, your online session may be more cumbersome and you may be required to re-enter information that has already been entered. If you decline cookies, certain services may also be rendered unusable.

If you log onto web sites that provide **Exactor** related services, it is highly likely that the additional 'back-room' services are being provided seamlessly via the **Exactor** server without your being aware to such service enhancements. By using these **Exactor** services, we will be able to collect additional information, such as information about your shopping and purchasing habits. We may also collect comments provided by other users in our feedback area. Additional information may be obtained from many different sources, such as personal correspondence or emails that you send to us or that we may receive for third parties, other communications or activities posted to our site.

You make the decision whether to proceed with any activity that requests personal information. If you do not wish to provide the requested information, however, you may not be able to complete the transaction.

Finally, please note that **Exactor's** Web Sites are linked to other websites by way of hot links. **Exactor** is not responsible for the content, or the privacy practices of such external websites. For these specific practices, you should refer to the specific privacy policy administered by each such website.

## HOW WE USE THE INFORMATION WE GATHER AND TRACK

**Exactor** uses personal information for internal purposes only, to provide those services that you are requesting, to improve our marketing and promotional efforts, to statistically analyze site and service usage, to improve our content and service offerings, to customize our site's content and layout and to further enhance the services that we provide. We may also use personally identifiable information about you to deliver information to you that, in some cases, is targeted to your interest, such as targeted advertisements and promotions. You can always remove yourself from receiving such information by notifying us. At any point of time you may elect to opt out of such services by accessing <http://www.exactor.com/contact-us/> and sending us the message indicating the opt-out reason that may be ranging from an opt-out of gathering personal information to that of receiving promotional and other information. However, if you elect any such opt-out option, we cannot guarantee that you will be provided with the full scope and benefit of services that **Exactor** provides.

Mailing information, such as your email address, may be used in rare situations for us to contact you regarding an administrative issue.

We may also use information in the file that we maintain regarding your current and past activities in the unlikely event that we need to resolve disputes, troubleshoot problems or otherwise to enforce our User Agreement. At times, cross-sectional information may be used of multiple users to identify problems or resolve disputes.

In order to defer some of the costs of doing business **Exactor** may generate additional revenue by way of delivering targeted advertisements. When delivering such advertisements, **Exactor** serves as the middleman, delivering the advertisement according to certain criteria requested by the advertisers, such as particular demographics. **Exactor** will then display the advertisement to users who meet those criteria. In this process, the third-party advertiser does not have access to your individual account information.

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## WITH WHOM WE MAY SHARE YOUR INFORMATION WITH

As a general rule, **Exactor** does not disclose to third parties any of your personally identifiable information, unless we have your specific permission, or under special circumstances, such as when we reasonably believe that the law requires that we do so. We obviously use your information when providing the services that you request of us. We do aggregate personally identifiable information and disclose such information in the aggregate as historical, statistical data for marketing and promotional situations. However, in such situations, it is not possible to personally identify you or your personal information. Certain information, such as your password, will not be disclosed in such aggregate disclosures.

From time to time, we may provide your information to selected business partners to communicate to you information about products or services that they believe are important to you or your business. If you prefer that we not provide your information to our business partners, you may let us know using one of the methods described in this policy.

In addition, **Exactor** retains the services of outside contractors to provide technical and business services for us. We require that these contractors keep the personal information of customers secure and confidential. We also require that these contractors use personal information only on behalf of **Exactor**.

We, of course, also provide that information which is necessary to facilitate the actual, ongoing commercial activities conducted on and through the **Exactor** website and services. All recipients of such transaction information agree to the restrictions of how they can use and disclose such information.

Please be advised that in certain instances, it may be necessary for **Exactor** to disclose your personal information to government officials or otherwise as required by our legal obligations.

In sum, although we use industry standard practices to protect your privacy, we do not and cannot promise, and you cannot expect, that your personally identifiable communications will always remain private.

## USE OF OTHER USERS' INFORMATION

Users, such as retailers using the **Exactor** services, agree to abide by the principles set forth in this Privacy Policy, and agree to use any personal information they receive when using these services, for the sole purpose that such information was first disclosed to them. They agree to not disclose or otherwise divulge such information to any third party, and to not use such information other than for the specific underlying transaction. Such users are granted a limited license to use such information only for the furthering of the subject matter of the **Exactor** -facilitated services. Upon conclusion of the transaction, such users must remove and delete all copies in all forms of the personally-identifying third party information, other than one copy of only that data which is necessary for archiving of the transaction, unless they receive explicit, specific written approval from the owner of the personal information that they need not do so.

## OPT-IN/OPT-OUT

**Exactor** provides a number of ways for you to 'opt-out' of receiving additional information from us. We may offer you these choices at the time you give us your information. If you do not wish to continue receiving our e-mail newsletters or bulletins you can opt-out of receiving these communications by using the opt-out method described in this policy.

## Updating and Correcting Personally Identifying Information

Once you register with **Exactor**, you will be able and are allowed to change your personal information available at **Exactor**, including your email address, user ID, name, address, telephone number, password and credit card information. Upon your request, we will remove any of the above personally identifying information other than your name and user ID.

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To make this request, please access <http://contact.exactor.com>. We will send you a confirmation of the information that you requested us to remove and the date of its removal. We will retain in our files certain information that you have requested us to remove for different purposes, such as to resolve potential dispute, troubleshoot problems and otherwise enforce our User Agreement. Furthermore, certain circumstances could prevent the complete and permanent removal of such information from our databases such as technical constraints and the periodic backing up and archiving of our systems for disaster recovery purposes.

## SECURITY & QUALITY OF PERSONAL INFORMATION

We have taken security measures, consistent with international information practices, to protect your personal information. These measures include technical and procedural steps to protect your data from misuse, unauthorized access or disclosure, loss, alteration, or destruction. For example, if you are requested to insert personal credit card information in a product demonstration, that information is not stored on our servers, and will expire at the end of your browser session. If in doubt, we typically provide alternative suggested test numbers.

Exactor implements industry standard efforts to safeguard the confidentiality of your personal identifiable information, such as firewalls placed upon the Exactor servers to protect the data and applications stored upon the Exactor server from unauthorized intrusions, and the use of standard transaction encryption in user – server communications, such as HTTPS and SSL. However, perfect security measures do not exist and we cannot guarantee that third parties cannot exercise sufficient resources to break down the protective systems that we have established and obtain your personal information.

We make a sincere effort to respond to your requests to update or correct your personal information. If you believe that Exactor does not have your current personal information, you can update it by means of one of the communication channels at the bottom of this statement.

## LINKS TO BUSINESS PARTNERS & OTHER SITES

Our Privacy Policy only addresses the use and disclosure of information that we collect. To the extent that you disclose information to other parties, even if you connected to those parties through the Exactor Web Sites, different rules may apply, and Exactor does not manage or control such information. This Privacy Policy is incorporated into and subject to the terms of the Exactor Sales Tax Software Use Agreement.

At the EXACTOR Web site, there are a number of links to companies with whom we have a relationship. We also link links to industry related web sites, as well as government operated web sites. Exactor is not responsible for the privacy practices of our business partners nor those of the linked sites. We encourage you to read their privacy statements, as they may differ from ours.

## POLICY CHANGES

In the event there is a major change to Exactor's privacy practices, a prominent notice will be posted on our web site. **PERSONAL NOTIFICATIONS WILL NOT BE SENT OUT OF ANY SUCH CHANGE.** If the change involves the use of your personally identifiable information, the notice will contain instructions on how you can opt-out of such use.

If you have any questions or complaints regarding Exactor's privacy practices, or would like to change your communication preferences, please contact us using one of the options below.

On line: [Contact Us](#) Fax: 866-854-9359 Phone: (866) 605-3378 E-mail: [privacy@exactor.com](mailto:privacy@exactor.com)

If your inquiry is not satisfactorily addressed, please visit the JAMS Dispute Resolution (<http://www.jamsadr.com/contactus/fbGeneral.aspx?xpST=submitaCase>).

JAMS, an independent dispute resolution provider, will serve as a liaison with EXACTOR INC. to resolve your concerns, disputes, and complaints regarding Safe Harbor issues.

With over ten (10) years of experience automating sales tax compliance, Exactor is the premier provider of Sales Tax Compliance Services. Exactor's fully automated SaaS System has been revolutionizing transaction-related tax compliance by providing an enterprise level solution for secure, reliable and accurate sales tax compliance efforts, including calculating taxes in all commercial environments, record keeping, tax processing and the generating and filing of tax returns. Exactor's dynamic Software Suite offers a simple and seamless integration of the Exactor Sales Tax Calculation Module into any business and transaction platform where real time calculation is required. The Exactor engine will then automate the process of generating and filing the returns, so that the user can focus on their sales and running the business, trusting Exactor to manage their transaction taxes. The Exactor suite offers a high level of automation, rapid delivery, and highly scalable results, ensuring an on time, on budget, enterprise-class tax solution to fit the needs of any business.

To learn more visit us at [www.exactor.com](http://www.exactor.com) Exactor<sup>®</sup> is a registered trademark owned by Exactor, Inc.

*You do Sales. We do Taxes.*