

PC Synergy Privacy Policy

Changes were made to this Privacy Policy, effective 08/01/2017

PC Synergy Inc. (“PC Synergy,” “us” or “we”, or “our”) is serious about protecting the privacy of the Personal Information of individuals pertaining to or submitted to us by our Customers and Visitors, each as defined below. We have earned our reputation for quality and reliability by helping our Customers securely and accurately process their important business transactions.

Consent

Please note that by using this Site and/or our PostalMate® or other computer software products and related online services (collectively, “Products”), and/or by submitting any Personal Information to us through this website at www.pcsynergy.com or any other website operated by PC Synergy which links to this Privacy Policy (collectively, our “Site”), you consent to the privacy practices of PC Synergy and the other terms set forth in this Privacy Policy, including the warranty and liability disclaimers and other terms set forth on our [Terms and Conditions](#) page. If you do not agree, use of this Site is not permitted, but you may learn more about our Products by contacting us at privacy@pcsynergy.com or as otherwise described in the “Contact PC Synergy” section below.

Scope and Application of this Privacy Policy

This Privacy Policy applies to and describes our privacy practices regarding the Personal Information of individuals collected from or provided by Visitors to our Site (“Visitors”), and to Personal Information processed on behalf of or provided by or collected from our Customers in connection with the use our Products (“Customers”), including shipment and other data, some of which may include Personal Information (“Customer Data”). This Privacy Policy also describes individuals’ choices regarding use, access and correction of Personal Information. Visitors and Customers are sometimes referred to herein as “you.” The term “Personal Information” as used in this Privacy Policy shall have the meaning given to it under California law ([Section 1798.81.5 of the California Civil Code, as amended](#)).¹

¹ From [Section 1798.81.5 of the California Civil Code, as amended](#):

(1) “Personal information” means either of the following:

(A) An individual’s first name or first initial and his or her last name in combination with any one or more of the following data elements, when either the name or the data elements are not encrypted or redacted:

(i) Social security number.

(ii) Driver’s license number or California identification card number.

(iii) Account number, credit or debit card number, in combination with any required security code, access code, or password that would permit access to an individual’s financial account.

(iv) Medical information.

(v) Health insurance information.

(B) A username or email address in combination with a password or security question and answer that would permit access to an online account.

(2) “Medical information” means any individually identifiable information, in electronic or physical form, regarding the individual’s medical history or medical treatment or diagnosis by a health care professional.

Protection of Personal Information

PC Synergy has implemented and maintains reasonable security procedures and practices appropriate to the nature of the information, to protect Personal information from unauthorized access, destruction, use, modification, or disclosure. In addition, PC Synergy maintains the confidentiality and security of Customer Data and any Personal Information contained therein pursuant to the applicable PostalMate License and Services Agreement or other written agreement between PC Synergy and the Customer related to our Products (“PostalMate Agreement”). If you are a Customer, in the event of any conflict or inconsistency between your PostalMate Agreement and this Privacy Policy regarding Customer Data or otherwise and PC Synergy’s liability to you, the PostalMate Agreement shall govern, and PC Synergy’s obligations, liabilities and responsibilities shall be as set forth in the PostalMate Agreement except to the extent otherwise required under applicable law.

What Information Do We Collect and How Do We Use It?

Information collected automatically by PC Synergy from Visitors and Customers who visit our Site, e.g., by the use of cookies, as described below, is not ordinarily acquired in a form or manner that reveals Personal Information. However, if you are a Visitor or Customer, you may voluntarily choose to supply Personal Information and other data to PC Synergy, including contact information (e.g., your name, address, telephone number, email address and company name). We may use this information to create an account for you, reply to your contact request, fulfill your request for a free trial, enroll you in a regional training event, subscribe you to a newsletter, process billing or to otherwise take action related to the purpose for which you supplied the information. PC Synergy will not disclose your credit card information to any party, except to the extent necessary to complete a transaction initiated by you. (You can always order from PC Synergy without providing credit card information through our Site by calling our Orders department at 800-485-6901, from 9am to 5pm Pacific time, Monday through Friday.)

PC Synergy processes Personal Information contained within Customer Data solely as the Customer directs and controls through the operation of our Products. It generally will not be accessed by PC Synergy except to the extent necessary in connection with addressing technical issues related to our Products, as instructed by the applicable Customer, as necessary to fulfill our contractual obligations to the Customer, or as otherwise required by law.

Information Sharing

PC Synergy will not share with any third party any Personal Information contained within any of our Customers’ Customer Data except as stated in this Privacy Policy, typically in connection with providing the functionality of our Products to our Customers. (Please also see the section below entitled, “Personal Information Contained Within Customer Data.”) If we share Personal Information that is not contained within Customer Data with third parties, we will only do so in the

(3) “Health insurance information” means an individual’s insurance policy number or subscriber identification number, any unique identifier used by a health insurer to identify the individual, or any information in an individual’s application and claims history, including any appeals records.

(4) “Personal information” does not include publicly available information that is lawfully made available to the general public from federal, state, or local government records.

ways that are described in this Privacy Policy or if you have provided your consent after notice. We may share Personal Information with our affiliated companies (those we control or which are under common control with us by a parent entity) to respond to your inquiries, process orders, assist us in providing our Products and their functionality or to help improve our Products. We may also share Personal Information with business partners, service vendors, authorized third party agents or contractors in order to provide our Products and their functionality or a requested transaction, including processing orders, processing credit card transactions, hosting websites, hosting demos, event and seminar registration and providing customer support, or to provide you with information regarding our Products or the services or products of third parties that may be of interest to you and for other legitimate and lawful business purposes of PC Synergy.

We only provide these third parties with the minimum amount of Personal Information necessary for the authorized purpose and such third parties are not permitted to use your Personal Information for any purpose not disclosed or authorized under this Privacy Policy or the privacy policy of the recipient, not essential for use of our Products or for which you have not otherwise provided your consent. We do not sell Personal Information to third parties for marketing purposes.

Usage Data

The web servers used to operate our Site and Products collect certain data pertaining to the type of device and equipment and communications methods used to access the Internet and our Site and Products. This data does not readily identify the individual user. It does reveal such things as the Internet protocol (IP) address assigned to your computer, pages accessed on the Site or immediately prior to visiting the Site, and the length of time you spent at the Site. This information is collected, among other things, to facilitate Site operation and system administration, to generate aggregate statistical information, and to improve the performance of the Site. We may combine this automatically collected log information with other information we collect about you or which you provide to us. We do this to improve the Site and our Products and to improve our marketing, analytics, and the functionality of our technology.

PC Synergy may also retain the content of and metadata regarding any correspondence you may have with PC Synergy or its customer service representatives. This information helps PC Synergy improve the Site and our Products, and more effectively and efficiently respond to both current and future inquiries.

Tracking Technologies (e.g., Cookies)

As you navigate the Site and/or use the online elements of our Products, PC Synergy and its various business partners may collect information through the use of commonly-used software information-gathering tools such as “cookies” (small text files stored on your computer), web beacons, or similar software tools or files. Cookies store and retain information that helps us recognize you on subsequent visits to the Site or the online elements of our Products. We use this information to help analyze trends, administer the operation of our Site and online elements of our Products, track users’ movements around our Site and online elements of our Products, and track and customize your access to and use of the Site and the online elements of our Products. Cookies may also store any username and the associated password you use to access various areas of our Site where this is required, and as required to access the online elements of our Products. Passwords are stored in encrypted form.

Cookies do not by themselves personally identify you, but they do recognize your Web browser and IP address. When you visit our Site, unless you choose to identify yourself to PC Synergy, either by responding to a promotional offer, opening an account, registering for training, completing a form which requires you to supply contact information, log in to a password-protected portion of our Site or to an online element of our Products using your username and password, you remain anonymous to PC Synergy.

Most popular Internet browsers can be configured to reject cookies and delete those previously accepted. However, this may prevent you from taking full advantage of the Site's content and may impair or prevent proper operation of the online elements of our Products available. Note that whenever you visit a third party website, including one of the many shipping carriers with which PC Synergy has a business relationship to process information a Customer provides through our Products, it is possible that the operator of that website may place cookies or similar software tools or files on your computer. PC Synergy has no responsibility for the actions of these third parties and advises that you review their applicable privacy policies.

Do Not Track

Most popular Internet browsers (e.g., Edge, Firefox, Safari, Chrome) offer a "do not track" feature which, if activated by the user, sends a signal to the website that the user does not want his or her activities on the website to be tracked. As of the date of this Privacy Policy, an industry-wide standard for "do not track" technologies does not exist. Accordingly, PC Synergy cannot guarantee that the technology underlying its Site will recognize or respond to users' "do not track" signals.

Discussion Forums and Blogs

Our Site offers discussion forums and "Tech Notes" blogs which require a username and password for access. Please be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your Personal Information or postings from our blogs or discussion forums, please contact us at privacy@pcsynergy.com or as otherwise described in the "Contact PC Synergy" section below. In some cases, we may not be able to remove your Personal Information, in which case we will let you know if we are unable to do so and why.

Social Media Widgets

Our Site includes "social media features" or "widgets" such as the Facebook, Twitter and Google+ buttons. These features and widgets may collect your IP address, which page or feature you are accessing, and may place a cookie on your device to enable them to function properly. Social Media features and widgets are either hosted by a third party (e.g., Facebook, Twitter, Google, etc.) or hosted directly by PC Synergy. Your interactions with these third parties' features and widgets and their respective websites are governed by the privacy policies of the companies providing them.

What Choices Do You Have? / Opting Out

We communicate with our Customers regularly via email. We may also communicate by phone to resolve Customer complaints or investigate suspicious transactions. We may use your email address to confirm your opening of an account, to send you notices regarding payments, or to send other notices and disclosures as required by law. Generally, Customers cannot opt out of informational communications relevant to their accounts.

Upon request, PC Synergy will provide you with information about whether we hold or process any of your Personal Information on behalf of a third party, e.g., one of our Customers. In addition, we are interested in maintaining the accuracy, completeness and currency of any of your Personal Information we are holding. To request this information or to request any modifications, please contact us at privacy@pcsynergy.com or as otherwise described in the “Contact PC Synergy” section below. We will make reasonable efforts to update your Personal Information that you submit. The sender of any communications to PC Synergy is responsible for the content and information contained therein, including its accuracy and truthfulness, and you agree that you will not knowingly provide to PC Synergy any information which is inaccurate or which you do not have the legal right to provide.

Customers and Visitors may also ask us at any time to remove their contact information (name and email address) from our list of those who wish to receive email advertisements from PC Synergy and our affiliated companies by simply sending such a request to privacy@pcsynergy.com or as otherwise described in the “Contact PC Synergy” section below. In addition, you may follow the unsubscribe instructions included in each promotional email. Once you opt out, we will honor your choice until you inform us otherwise. All requests made by Customers or Visitors to our Site to update or delete any Personal Information shall be responded to within a reasonable period not to exceed 45 days. Please also see the “Personal Information Contained Within Customer Data” section below.

Notwithstanding anything else in this Privacy Policy, including any opt out instructions we receive from you, we may also disclose Personal Information without notifying you in the following circumstances: (i) in response to subpoenas, court orders or other legal process, or to establish or exercise our legal rights or defend against legal claims; (ii) when we believe it to be necessary in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our PostalMate Agreement or other agreement with you, and/or to protect our rights and property or those of others with which we do business; (iii) when we sell or otherwise convey the rights to our Products (excluding usage license rights granted to Customers during the normal course of business) as an asset, or in the event of a sale, merger, corporate reorganization or other business consolidation or similar transaction, where user information may be among the transferred assets or disclosed information (in which case you will be notified via email or a prominent notice on our Site of any change in ownership or uses of your Personal Information, as well as any choices you may have regarding your Personal Information); or (iv) when we have your prior consent to do so.

Data Retention

Except to the extent prohibited by law, and subject to this Privacy Policy and the PostalMate Agreement, if you are a Customer, we will retain and use your Personal Information (including Personal Information contained within your Customer Data which we store and process on your behalf) for as long as your account is active, as needed to provide you the Products, to document our business relationship with you, and as necessary to comply with our legal obligations, resolve

disputes, and enforce our agreements. If you are a Customer and wish to cancel your account or request that we no longer use your Personal Information to provide you Products, please contact us at privacy@pcsynergy.com and as otherwise provided in your PostalMate Agreement. If you are a Visitor, we will retain your Personal Information for as long as we deem necessary for legitimate business purposes, subject to your contrary instructions provided in the "What Choices Do You Have? / Opting Out" section above. Personal Information no longer retained by PC Synergy will be disposed of or destroyed in a reasonable manner intended to prevent loss, theft, misuse, or unauthorized access.

Personal Information Contained Within Customer Data

The Customer Data which PC Synergy's Customers may transmit, store or process using our Products may contain the Personal Information of individuals with whom PC Synergy has no direct relationship. All such Customer Data is under the control of the applicable PC Synergy Customer and the Customer is ultimately responsible to the individuals whose Personal Information it collects, uses, transmits, stores or processes using our Products.

If you are a customer of one of our Customers or other individual who seeks access to, or who seeks to correct, amend, or delete inaccurate Personal Information pertaining to you which you believe is or has been processed by PC Synergy for one of our Customers, you should direct your inquiry to the applicable PC Synergy Customer, i.e., the party with which you have a direct relationship. If our Customer requests PC Synergy to take such action, we will respond to their request promptly. Please note, however, that neither PC Synergy nor our Customer can guarantee that any of your Personal Information will be deleted from the records of any third party, e.g., a shipping company such as UPS, FedEx, or any other party.

How Do We Protect Your Information?

PC Synergy recognizes that protecting the corporate and Personal Information entrusted to us by our Customers is essential to maintaining that trust. For this reason, we provide three layers of security for your Customer Data and Personal Information: physical, application, and network. The physical layer is protected by need-to-know authorization provided only to the appropriate operations individuals. Additionally, the servers are caged within a room protected by secure access procedures. The application layer is secured with Triple Data Encryption (3DES) technology so all communication with our Products is encrypted. The network layer is protected by industry-leading firewall technology and administered real-time to provide timely security patching. This layer is also monitored by intrusion-detection systems designed to detect unauthorized access. These safeguards are intended to protect and to ensure, to the extent possible, the proper and legal use of Customer Data, Personal Information, our Site and our Products. However, no data security system is impenetrable and PC Synergy cannot and does not guarantee that information stored or processed using our Products will be 100% secure.

Linked Sites

For your convenience, some hyperlinks may be posted on the Site that link to other websites not under the control of PC Synergy. We are not responsible for these other websites and this Privacy Policy does not apply to the privacy practices of those sites. In addition, when you initiate a transaction or otherwise interact with a website that our Site links to, even if you reached that site

through our Site, the information you submit to complete that transaction becomes subject to the privacy practices of the owner of that linked site. You should read their privacy policies to understand how they use and protect personal information and other data that they collect. PC Synergy is not responsible for the privacy, security or other information practices or any acts or omissions of its suppliers or any third parties or their websites.

Contact PC Synergy

Please direct any questions, inquiries or complaints regarding our privacy practices or this Privacy Policy to PC Synergy's Support Department at privacy@pcsynergy.com ; Phone: 800-485-6901; or Fax: 760-410-1696.

Changes to this Privacy Policy

From time to time, PC Synergy may change this Privacy Policy because of changes in applicable legal or regulatory requirements, the business or business practices of PC Synergy or other reasons. If we make material changes to this Privacy Policy, we will post a prominent notice on our Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on PC Synergy's privacy practices. Your continued use of our Site or our Products following the effective date of a revised Privacy Policy will mean that you accept those changes.

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