

Eperformance is committed to protecting your privacy. This Privacy Statement applies to data collected by Eperformance through the majority of its Web sites and services, as well as its offline product support services.

Collection of Your Personal Information

At some Eperformance sites, we ask you to provide personal information, such as your e-mail address, name, home or work address, or telephone number. We may also collect demographic information, such as your ZIP code, age, gender, preferences, interests and favorites. In order to access some Eperformance services, you will be asked to sign in with an e-mail address and password. As part of creating your credentials, you may also be requested to provide questions and secret answers, which we use to help verify your identity and assist in resetting your password, as well as an alternate e-mail address. Some services may require added security, and in these cases, you may be asked to create an additional security key. Finally, a unique ID number will be assigned to your credentials which will be used to identify your credentials and associated information.

We may collect information about your interaction with Eperformance sites and services. For example, we may use website analytics tools on our site to retrieve information from your browser, including the site you came from, the search engine(s) and the keywords you used to find our site, the pages you view within our site, your browser add-ons, and your browser's width and height. We may also use technologies, such as cookies (described [below](#)), to collect information about the pages you view, the links you click and other actions you take on our sites and services. Additionally, we collect certain standard information that your browser sends to every website you visit, such as your IP address, browser type and language, access times and referring Web site addresses. We also deliver advertisements (see the [Display of Advertising](#) section below) and provide Web site analytics tools on non-Eperformance sites and services, and we may collect information about page views on these third party sites as well.

In order to offer you a more consistent and personalized experience in your interactions with Eperformance, information collected through one Eperformance service may be combined with information obtained through other Eperformance services. We may also supplement the information we collect with information obtained from other companies. For example, we may use services from other companies that enable us to derive a general geographic area based on your IP address in order to customize certain services to your geographic area.

Use of Your Personal Information

Eperformance collects and uses your personal information to operate and improve its sites and services. These uses may include providing you with more effective customer service; making the sites or services easier to use by eliminating the need for you to repeatedly enter the same information; performing research and analysis aimed at improving our products, services and technologies; and displaying content and advertising that are customized to your interests and preferences. For more information about the use of information for advertising, see the [Display of Advertising](#) section below.

We also use your personal information to communicate with you. We may send certain mandatory service communications such as welcome letters, billing reminders, information on technical service issues, and security announcements. We may also occasionally send you product surveys or promotional mailings to inform you of other products or services available from Eperformance and its affiliates.

Personal information collected on Eperformance sites and services may be stored and processed in the United States or any other country in which Eperformance or its affiliates, subsidiaries or service providers

maintain facilities. Eperformance abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union.

Sharing of Your Personal Information

Except as described in this statement, we will not disclose your personal information outside of Eperformance and its controlled subsidiaries and affiliates without your consent. Some Eperformance sites allow you to choose to share your personal information with select Eperformance partners so that they can contact you about their products, services or offers. Other sites, do not share your contact information with third parties for marketing purposes, but instead may give you a choice as to whether you wish to receive communications from Eperformance on behalf of external business partners about a partner's particular offering (without transferring your personal information to the third party). See the Communication Preferences section below for more information.

Some Eperformance services may be co-branded and offered in conjunction with another company. If you register for or use such services, both Eperformance and the other company may receive information collected in conjunction with the co-branded services.

We occasionally hire other companies to provide limited services on our behalf, such as handling the processing and delivery of mailings, providing customer support, hosting websites, processing transactions, or performing statistical analysis of our services. Those service providers will be permitted to obtain only the personal information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose. However, for credit card processing, our fraud detection vendors may use aggregate data to help improve their service. This helps them more accurately detect fraudulent uses of credit cards. We may access or disclose information about you, including the content of your communications, in order to: (a) comply with the law or respond to lawful requests or legal process; (b) protect the rights or property of Eperformance or our customers, including the enforcement of our agreements or policies governing your use of the services; or (c) act on a good faith belief that such access or disclosure is necessary to protect the personal safety of Eperformance employees, customers or the public.

Accessing Your Personal Information

You may have the ability to view or edit your personal information online. In order to help prevent your personal information from being viewed by others, you will be required to sign in with your credentials (e-mail address and password). The appropriate method(s) for accessing your personal information will depend on which sites or services you have used.

Communication Preferences

You can stop the delivery of future promotional e-mail from Eperformance sites and services by following the specific instructions in the e-mail you receive.

Display of Advertising

Many of the Web sites and online services we offer, as well as those of our partners, are supported by advertising. When we display online advertisements to you, we will place a persistent cookie on your computer in order to recognize your computer each time we display an ad to you. Because we may serve advertisements on many different Web sites, we are able to compile information over time about where you,

or others who are using your computer, saw and/or clicked on the advertisements we display. We use this information to make predictions about your characteristics, interests or preferences and to display targeted advertisements that we believe may be of interest to you. We may also associate this information with your subsequent visit, purchase or other activity on participating advertisers' Web sites in order to determine the effectiveness of the advertisements.

Security of Your Personal Information

Eperformance is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer systems with limited access, which are located in controlled facilities. When we transmit highly confidential information (such as a credit card number or password) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

If a password is used to help protect your accounts and personal information, it is your responsibility to keep your password confidential. Do not share this information with anyone. If you are sharing a computer with anyone you should always log out before leaving a site or service to protect access to your information from subsequent users.

Use of Cookies

Eperformance Web sites use "cookies" to enable you to sign in to our services and to help personalize your online experience. A cookie is a small text file that is placed on your hard disk by a Web page server.

Cookies contain information that can later be read by a Web server in the domain that issued the cookie to you. Cookies cannot be used to run programs or deliver viruses to your computer.

One of the primary purposes of cookies is to store your preferences and other information on your computer in order to save you time by eliminating the need to repeatedly enter the same information and to display your personalized content and appropriate advertising on your later visits to these sites. Eperformance Web sites also use cookies as described in the [Collection of your Information](#) and [Display of Advertising](#) sections of this privacy statement.

When you sign in to a site, we store your unique ID number, and the time you signed in, in an encrypted cookie on your hard disk. This cookie allows you to move from page to page at the site without having to sign in again on each page. When you sign out, these cookies are deleted from your computer. We also use cookies to improve the sign in experience. For example, your e-mail address may be stored in a cookie that will remain on your computer after you sign out. This cookie allows your e-mail address to be pre-populated, so that you will only need to type your password the next time you sign in. If you are using a public computer or do not otherwise want this information to be stored, you can select the appropriate radio button on the sign-in page, and this cookie will not be used.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to sign in or use other interactive features of Eperformance sites and services that depend on cookies, and some advertising preferences that are dependent on cookies may not be able to be respected.

Controlling Unsolicited E-mail ("Spam")

Eperformance is concerned about controlling unsolicited commercial e-mail, or "spam." Eperformance will not sell, lease or rent its e-mail subscriber lists to third parties. While Eperformance continues to actively review and implement new technology, such as expanded filtering features, there is no currently available technology that will totally prevent the sending and receiving of unsolicited e-mail. Using junk e-mail tools and being cautious about the sharing of your e-mail address while online will help reduce the amount of unsolicited e-mail you receive.

Changes to This Privacy Statement

We will occasionally update this privacy statement to reflect changes in our services and customer feedback. When we post changes to this Statement, we will revise the "last updated" date at the top of this statement. If there are material changes to this statement or in how Eperformance will use your personal information, we will notify you either by prominently posting a notice of such changes prior to implementing the change or by directly sending you a notification. We encourage you to periodically review this statement to be informed of how Eperformance is protecting your information.