

## FoxGuard Solutions, Inc.'s Privacy Policy

**LAST UPDATED 01-13-2017. Replaces the prior version in its entirety.**

FoxGuard Solutions, Inc. (the "Company", "we" or "us") respects your privacy and is committed to protecting it through our compliance with this policy. This policy (the "Privacy Policy") describes the types of information we may collect from you or that you may provide when you visit [www.foxguardsolutions.com](http://www.foxguardsolutions.com) or any portals operated by the Company, including but not limited to our Customer Care Center, PUMP, DisPatch and ICSupdate.com (collectively, the "Website") and our practices for collecting, using, maintaining, protecting, and disclosing that information.

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use our Website. By accessing or using this Website, you agree to this privacy policy. This policy may change from time to time (see Terms of Use, Notice and Revisions section below). Your continued use of this Website after we make changes is deemed to be acceptance of those changes, so please check the policy frequently for updates.

### CHILDREN UNDER AGE 13

The Company does not knowingly collect or solicit personal information from anyone under the age of 13 or knowingly allow such persons to register. If you are under 13, please do not attempt to register for the Website or send any information about yourself to us, including your name, address, telephone number, or email address. No one under age 13 may provide any personal information to or on the Website. In the event that we learn that we have collected personal information from a child under age 13 without verification of parental consent, we will delete that information as quickly as possible.

### THE INFORMATION THAT WE COLLECT

When you visit the Website, you provide us with two types of information: website usage information that is collected by us as you interact with the Website and personal information that you knowingly choose to disclose as part of your use of the Website.

#### A. Automatic Data Collection.

- *Cookies and Web Logs.* When you enter the Website as a visitor, we may collect your browser type and IP address. In addition, we may store certain information from your browser using "cookies." A cookie is a data file containing a string of characters that uniquely identifies your browser and is stored on your computer. We may use cookies to improve the quality of our service by storing user preferences, personalization features and other information about the user. You can remove or block cookies using the settings in your browser if you want to disable this convenience feature. In addition, our web logs automatically record information that your browser sends whenever you visit a website. These web server logs may include information such as the URL of the web page you have requested, your IP address, your browser type, your browser language, the date and time of your request to be served a certain page and one or more cookies that may uniquely identify your browser. We may also record information about the URL from which you came to the Website if the associated website contained a direct link to the Website.

- *Flash Cookies.* Certain features of our Website may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from, and on our Website. Flash cookies are not managed by the same browser settings as are used for browser cookies. For information about managing your privacy and security settings for Flash cookies, visit the Flash player settings page on Adobe's website. If you disable or refuse cookies, please note that some parts of this site may then be inaccessible or not function properly.

- *Web Beacons.* Pages of our Website may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

#### B. Registration Information. When you fill out a registration page in order to seek information about our products or services, or take advantage of other features of the Website that require registration, you provide certain personal information that we request as part of the registration process, such as your name, your email address, your company name, your company's physical address and your telephone number. By using the Website, you are consenting to have your personal data transferred to and processed in the United States.

## SEARCH ENGINES AND OTHER SITES

Search engines and other sites not affiliated with the Company - including archive.org, google.com, and groups.yahoo.com - archive or otherwise may crawl the Website and make available content from the Website.

## HOW WE USE YOUR INFORMATION

Information in your registration profile that you choose to include is used only by the Company for its own internal purposes. We may use your name and email address to provide information, products, or services that you request from us, to send you notifications regarding changes to the Website, or to send you notifications regarding new products or services offered by the Company, industry updates and other developments that we think you might be interested in learning about. You always have the ability to opt out of receiving such communications and/or to delete your information by (a) replying to an e-mail and placing "Delete me from your list" in the subject line; or (b) contacting [privacypolicy@foxguardsolutions.com](mailto:privacypolicy@foxguardsolutions.com) and requesting the deletion of your e-mail address from the Company's e-mail list.

The Company may use information about you or your movement or activities within the Website in an anonymous, aggregate manner that does not disclose your identity or any personally identifiable information for purposes of determining how the Website is being used and improving the Website's content and/or performance.

## DISCLOSURE OF INFORMATION

- The Company does not sell or otherwise share your personal information with third parties for marketing, sales or other purposes. The Company shares your information with third parties only in the limited circumstances described below, in which the Company believes that such disclosure is reasonably necessary to provide a service, is legally required or is permitted by you.
- The Company may provide information to the Company's own employees and service providers to help us operate the Website and to provide the services to you that are offered through the Website. This type of sharing may include disclosures to third parties who host the Website, help deliver e-mail updates or otherwise provide back-end services. These providers will only be able to use such information subject to the Company's rights to do so and only for purposes of performing the services that the Company contracts with them to provide on the Company's behalf.
- The Company may be required to disclose personal information pursuant to lawful requests, such as subpoenas or court orders, or in compliance with applicable laws. We do not reveal information unless we have a good faith belief that an information request by law enforcement or private litigants meets applicable legal standards.
- We may share personal information when we believe it is necessary to comply with law, to protect our interests or property, to prevent fraud or other illegal activity perpetrated through the Website, or to prevent imminent harm to any person or group of people. This may include sharing information with other companies, lawyers, agents or government agencies.
- In the event of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of the Company's assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding, your registration information may be transferred to the successor-in-interest so that the Website can continue to operate. In any such transfer of information, your information would remain subject to the promises made in any pre-existing privacy policy.

## LINKS TO OTHER WEBSITES

The Website may contain links to other websites. The Company is not responsible for the content or privacy practices of other websites. The Company encourages its visitors to be aware when they leave the Website and to read the privacy statements of each website they visit.

## CHOICES AND ACCESS TO INFORMATION

- You can choose not to provide registration information, even though it might be needed to take advantage of certain features of the Website.
- You can review the personal information you provide and make changes to that information by logging into the Website and visiting your account profile page. You may also send us an email at [privacypolicy@foxguardsolutions.com](mailto:privacypolicy@foxguardsolutions.com) to request access to or correct any personal information that you have provided to us. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.
- You can have your information deleted and/or remove your information from our e-mail list by notifying the Company of such request at [privacypolicy@foxguardsolutions.com](mailto:privacypolicy@foxguardsolutions.com). We cannot delete your personal information except by also deleting your user account.
- The help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

## SPECIAL INFORMATION FOR CALIFORNIA RESIDENTS

The Company does not currently disclose any personal information to third parties for their direct marketing purposes.

## SECURITY

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

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

However, you should keep in mind that no Internet communication is ever completely secure or error-free. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

## TERMS OF USE, NOTICE AND REVISIONS

Your use of the Website, and any disputes arising from it, is subject to this Privacy Policy as well as our Terms of Use and all of its dispute resolution provisions, including limitation on damages and choice of law. We reserve the right to change our Privacy Policy and our Terms of Use at any time. All changes are effective immediately when we post them, and apply to all access to and use of the Website thereafter. Your continued use of the Website following the posting of a revised Privacy Policy means that you accept and agree to the changes. We encourage you to refer to this page on an ongoing basis so that you are aware of and understand our current Privacy Policy. Unless stated otherwise, the current Privacy Policy applies to all information that we have about you and your account.

## CONTACT INFORMATION

To report any violations of this Privacy Policy or if you have any questions or comments about this Privacy Policy, you may contact the Company at [privacypolicy@foxguardsolutions.com](mailto:privacypolicy@foxguardsolutions.com) or by writing to us at Privacy Matters c/o FoxGuard Solutions, Inc., 2285 Prospect Drive NE, Christiansburg, VA 24073.