



## **Advantage Technologies Privacy Statement**

This privacy statement applies to Advantage Technologies websites, services and products that collect data and display these terms, as well as their offline product support services.

### **Information We Collect**

Advantage Technologies collects many kinds of information in order to operate effectively and provide you the best products, services and experiences that we can. We collect information when you register, sign in and use our sites and services. We also may get information from other companies. We collect this information in a variety of ways, including from web forms, technologies like cookies, web logging and software on your computer or other device.

### **How We Use Your Personal Information**

Advantage Technologies uses the information we collect to operate, improve and personalize the products and services we offer. We also may use the information to communicate with you, for example, informing you about your account and security updates. And we may use the information to help make the ads you see on our ad-supported services more relevant.

### **Sharing Your Information**

We will share your personal information with your consent. We may also share or disclose information with Advantage Technologies' affiliates and vendors; when required by law or to respond to legal process; to protect our customers; to protect lives; to maintain the security of our services; and to protect the rights or property of Advantage Technologies.

### **Accessing Your Personal Information**

Some Advantage Technologies services give you the ability to view or edit your personal information online. To help prevent others from viewing your personal information, you first will be required to sign in. How you can access your personal information will depend on which sites or services you have used.

### **Display of Advertising**

Most of the online advertisements on Advantage Technologies sites and services are displayed by Advantage Technologies. When we display online advertisements to you, we will place one or more cookies in order to recognize your computer when we display an ad to you. Over time, we may gather information from the sites where we serve ads and use the information to help provide more relevant ads.



## **Children**

When an Advantage Technologies site or service collects age information, it will block users under 13 or obtain consent from a parent or guardian before their child can use it. When consent is granted, the child's account is treated much like any other account, including letting the account holder communicate with other users. Parents can change or revoke consent as described in this privacy statement.

## **Cookies**

Advantage Technologies uses "cookies," small text files that can be read by a web server in the domain that put the cookie on your device, to help operate the sites and collect information about online activity. We may use cookies to store your preferences and settings; help with sign-in; provide targeted ads; and analyze site operations. For instance, we use cookies to store your preferences and settings; help with sign-in; provide targeted ads; combat fraud; and analyze site operations.

We also use web beacons to help deliver cookies and compile analytics. These may include web beacons from third-party service providers. You have a variety of tools to control cookies and similar technologies, including:

- Browser controls to block and delete cookies;
- Advertising controls, including the ability to opt out of receiving behaviorally targeted ads; and
- Controls from some analytics service providers to opt out of data collection through web beacons.

## **Support and Service Call Data**

Support Data is the information we collect when you submit a support request or run an automated troubleshooter, including information about hardware, software, and other details related to the support incident, such as: contact or authentication information, chat session personalization, information about the condition of the machine and the application from when the fault occurred and during diagnostics, system and registry data about software installations and hardware configurations, and error-tracking files. We use Support Data as described in this privacy statement, and additionally use it to resolve your support incident and for training purposes.

Support may be provided through phone, email, or online chat. We may use Remote Access (RA), with your permission, to temporarily navigate your desktop. Phone conversations, online chat sessions, or Remote Access sessions with support professionals may be recorded and/or monitored.

Following a support incident, we may send you a survey about your experience and offerings. You must opt-out of support surveys separately from other communications provided by Advantage Technologies, by contacting Support or through the email footer.



## Communication Preferences

You can stop the delivery of future promotional email from Advantage Technologies sites and services by following the specific instructions in the email you receive. Depending on the respective service, you may also have the option of proactively making choices about the receipt of promotional email, telephone calls, and postal mail for particular Advantage Technologies sites or services.

## Payment Data

Payment Data is the information that you provide when you make online purchases. This may include your payment instrument number (*e.g.*, credit card, PayPal), your name and billing address, and the security code associated with your payment instrument (*e.g.*, the CSV or CVV). This section provides additional information regarding the collection and use of your payment information.

Payment Data is used to complete your transaction, as well as for the detection and prevention of fraud. In support of these uses, Advantage Technologies may share your Payment Data with banks and other entities that process payment transactions or other financial services, and for fraud prevention and credit risk reduction.

You may update or remove the payment instrument information associated with your Advantage Technologies account by contacting Client Care at [clientcare@adv-tech.com](mailto:clientcare@adv-tech.com) or 877-723-8832 x3. After you close your account or remove a payment instrument, however, Advantage Technologies may retain your payment instrument data for as long as reasonably necessary to complete your existing transaction, to comply with Advantage Technologies's legal and reporting requirements, and for the detection and prevention of fraud.

## How to Contact Us

- If you have a technical or general support question, please visit <http://adv-tech.com/support/>.
- If you have a general privacy question or want to request access to your personal information, please contact us by using this email [marketingadmin@adv-tech.com](mailto:marketingadmin@adv-tech.com).
  - By mail: Advantage Technologies, 34350 23 Mile Rd., Suite C, Chesterfield, MI 48047
  - By Phone: 877-723-8832