

Privacy Statement

Last Updated: October 15th 2024

INTRODUCTION

Customers privacy is important. This Privacy Statement (“Statement”) sets out Provider’s practices in regard to privacy, including but not limited to, how Provider handles information that may be collected from Customer.

For the purpose of the following Statement, references to “Provider” include Provider’s partners and Provider’s affiliates, subsidiaries, agents, representatives, successors, and assigns (and those of Provider’s partners).

Details about Provider:

The name and details of Provider can be found in the welcome email sent to Customer upon subscribing to the Service. In addition, these can be found after logging in to the website total-protect.net in the footer of this website, and on the My Account details page on total-protect.net/account.

This Privacy Statement applies to:

1. The website(s) as operated by Provider located at total-protect.net and all corresponding webpages, subdomains, substitute, or successor domains associated with it (“Site”);
2. Any other Content, applications, features, functionality, information and services offered by Provider through the Site, including, without limitation, viral, embeddable or application/device-based features and related technology (“Services”).

Please review Provider’s Terms of Use (“Terms”) available on the Site, which govern Customers use of Services. Any capitalized terms that are not defined in this Statement shall have the meaning given in the Terms. This Statement will remain in full force and effect, even if Customers use of or participation in the Services or any particular service, feature, function or promotional activity offered through the Services terminates, expires, ceases, is suspended or deactivated. If Customer does not agree with this Statement, please do not participate in the Services or any features, activities or services offered through the Services.

INFORMATION COLLECTION

Provider collects certain pieces of information from Customer as detailed further below. Provider may combine certain automatically collected information with other information Provider obtains about Customer, which may include information Provider obtains from other parties.

Provider collects the following information automatically upon Customers visit to the Site and Customers use of the Services:

- IP address
- Device identifiers

- Browser characteristics
- Operating system details
- Internet service provider details
- Language preferences
- Referring URLs
- Pages viewed
- Time of visits
- Duration of visits

This information is collected for purposes such as location verification, content delivery performance and enhancement, site performance operation and enhancement, service performance operation and enhancement, marketing and targeted content delivery, investigation of possible unlawful activities, fraud, or Statement violations, and to protect and defend Provider's rights.

Provider collects the following information Customer provides to Provider directly or through Provider's vendors upon registration when creating of Customers account, use of the Service and/or Site or upon signing up for participation in marketing or informational communications:

- Name
- Physical address
- Email address
- Age
- Account settings and preferences
- Telephone number
- Payment information

This information is collected to:

- Provide Services through Provider's Site
- Access Content through Provider's Site
- Complete a transaction for use and/or access to Provider's Site
- Provide customer service or support for use of Provider's Services and/or access to Provider's Site
- Provide information about Provider's Services and/or Site
- Marketing and targeted content delivery
- Sweepstakes and promotional administration
- Dispute resolution and appeals
- Investigation of possible unlawful activities, fraud, or Statement violations
- Protect and defend Provider's rights

INFORMATION DISCLOSURE

Provider may share information Provider collects with vendors, partners, affiliates, contractors, and other parties as further detailed below and/or as required by Applicable Law. Additionally, in the event of a business occurrence requiring Provider to sell and/or transfer all or a portion of Provider's business or assets (e.g., merger with another entity, bankruptcy, reorganization, etc.), Partner reserves the right to disclose any information Provider may obtain through Provider's Site and/or Service.

Information Collected Automatically:

- IP address
- Device identifiers
- Browser characteristics
- Operating system details
- Internet service provider details
- Language preferences
- Referring URLs
- Pages viewed
- Time of visits
- Duration of visits

Purpose:

- Location verification
- Content delivery performance and enhancement
- Site performance operation and enhancement
- Service performance operation and enhancement
- Marketing and targeted content delivery
- Provide Services through Provider's Site
- Access Content through Provider's Site
- Complete a transaction for use and/or access to Provider's Site
- Provide customer service or support for use of Provider's Services and/or access to Provider's Site
- Provide information about Provider's Services and/or Site
- Sweepstakes and promotional administration
- Dispute resolution and appeals
- Investigation of possible unlawful activities, fraud, or Statement violations
- Protect and defend Provider's rights
- Compliance with legal process (e.g., search warrant, subpoena, or court order)
- Emergency response
- Investigation, protection, and remediation of unauthorized use, misuse, or abuse of Provider's Site and/or Services

Information Provided Directly by Customer:

- Name
- Physical address
- Email address
- Age
- Telephone number
- Payment information

Purpose:

- Marketing and targeted content delivery
- Provide Services through Provider's Site
- Access Content through Provider's Site
- Complete a transaction for use and/or access to Provider's Site

- Provide customer service or support for use of Provider's Services and/or access to Provider's Site
- Provide information about Provider's Services and/or Site
- Sweepstakes and promotional administration
- Dispute resolution and appeals
- Investigation of possible unlawful activities, fraud, or Statement violations
- Protect and defend Provider's rights
- Compliance with legal process (e.g., search warrant, subpoena, or court order)
- Emergency response
- Investigation, protection, and remediation of unauthorized use, misuse, or abuse of Provider's Site and/or Services

INFORMATION RETENTION AND REMOVAL

Provider will not store Customers information longer than is necessary for the performance of Services or to otherwise fulfill the purpose(s) for which the information was collected, or as may be permitted under Applicable Law. Unless otherwise required by Applicable Law, at the conclusion of the applicable retention period, Provider will remove information as described in this Statement from Provider's systems and records or take appropriate steps to properly anonymize it.

INFORMATION SECURITY

The security of Customers information is important to Provider, and Provider takes steps to ensure that Customers information is treated securely and in accordance with this Statement. Provider takes reasonable measures to protect Customers personal information from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. Although Provider will do Provider's best to protect Customers information, Provider cannot guarantee the security of Customers information transmitted through the Site or in Customers written communications to us. Transmission via the Internet and online digital storage are not completely secure, so Provider cannot guarantee the security of Customers information collected through the use of the Services, transmission is at Customers own risk.

PRIVACY OF CHILDREN

Provider's Site is not intended for children under 13 years of age. Provider does not knowingly allow anyone under the age of 13 to utilize Provider's Services, including, but not limited to, those that may be offered through Provider's Site. Provider does not knowingly collect personal information from any individual under 13 years of age. If Provider learns that an individual is under 13 and has submitted personal information to Provider, Provider will delete such personal information promptly in accordance with Applicable Law.

CALIFORNIA RESIDENTS

California's "Shine the Light" law (Civil Code Section § 1798.83) permits California residents to request certain information regarding Provider's disclosure of Customers personal information to third parties for their own direct marketing purposes. Provider does not share personal information for third parties for their own direct marketing purposes. As a California resident, Customer may request information about Provider's compliance with this law by contacting Provider. Any such request must include "California Shine The Light

Request” in the first line of the description and include Customers name, physical address, city, state, and ZIP code. Please note that Provider is only required to respond to one request per individual each year.

COOKIES AND TRACKING

Provider may use cookies, which are small data files stored by Customers web browser on Customers computer, to automatically collect certain information. Cookies, for example, may allow a website to recognize a device, record Customer preferences, track page clicks and navigation while visiting the website, and identify the website visited immediately beforehand. Provider and Provider’s vendors may use first-party cookies or other first-party identifiers as well as third-party cookies or other third-party identifiers to deliver advertisements, create a profile of Customer, measure Customers interests, detect Customers demographics, detect Customers location, detect Customers device, and personalize content. Please note that blocking cookies may affect the availability and functionality of Provider’s Site and/or Services. Also, disabling cookies may invalidate opt outs that use cookies to recognize devices that have opted out.

Customers web browser may have settings that allow Customer to transmit a “Do Not Track” signal when Customer visits various websites or use online services. Provider will not disable tracking technology that may be active on the Site in response to any “do not track” requests that are sent to the Site. To learn more about “Do Not Track” signals, visit www.allaboutdnt.com.

Other Features

Web analytics

- Provider may use certain web analytics services offered by other parties such as Google Analytics to help Provider understand and analyze how individuals use Provider’s Site and/or Services and serve advertisements on Provider’s behalf across the Internet.

Feature Information/Opt Out:

- Further information on how Google Analytics uses data collected through Customers use of Provider’s Site is available through the link: www.google.com/policies/privacy/partners/.
- To opt out of Google Analytics cookies, visit: <https://www.google.com/settings/ads> and <https://tools.google.com/dlpage/gaoptout/>.

Advertisements and online services

- Provider may use vendors to provide advertisements on other online services.
- Digital Advertising Alliance (“DAA”): Certain external parties may participate in the DAA AdChoices Program and may display an Advertising Option Icon for interest-based advertisements that links to an opt out tool which allows individuals to exercise certain choices regarding targeting and targeted advertisements.
- Network Advertising Initiative (“NAI”): In addition, certain advertising networks and exchanges may participate in NAI.

Feature Information/Opt Out:

- Provider is not responsible for the effectiveness of, or compliance with, other parties' opt out options or the accuracy of their statements regarding any applicable opt out programs.
- Even if Customer is able to opt out of certain kinds of interest-based advertisements, Customer will continue to receive non-targeted advertisements.
- Customers can learn more about the DAA AdChoices Program at:
<http://www.youradchoices.com/>
- Customers can learn more about the DAA opt out program for mobile applications at:
<http://www.aboutads.info/appchoices>
- NAI has developed a tool that allows individuals to opt out of certain interest-based advertisements delivered by NAI members' advertisement networks.
- To learn more about opting out of such targeted advertising or to use the NAI tool, see: <http://www.networkadvertising.org/choices/>
- To learn more about the NIA opt out program from mobile applications, see: <https://www.networkadvertising.org/mobile-choice/>.

INFORMATION CHOICES

By providing Provider with Customers email address, Customer agrees that Provider may communicate with Customer for marketing, including without limitation emails promoting third-party products and services, or for informational purposes in regard to Provider's Site and/or Services. If Customer no longer wishes to receive such email communications, Customer may unsubscribe using the link provided in the email communication or by sending Provider an email.

INTERACTIONS WITH OTHER PARTIES, WEBSITES, AND APPLICATIONS

- **Social media platforms:**
Use of the Site and/or Services may permit Customer to interact with social media platforms operated by unaffiliated other parties. If Customer chooses to interact with or share content or post information using a social media platform, that information may be publicly displayed, and the party operating the other platform may receive certain information about Customer and Customers use of Provider's Site and/or Services. Provider may have access to information about Customer from a social media platform operated by another party. If Customer interacts with a social media platform and Customer mentions or comments about Provider or Provider's Site and/or Services in Customers post on another platform, that platform may allow Provider to publish Customers post on Provider's Site. In addition, Provider may receive information about Customer if a Customer on a social media platform gives Provider access to their profile and Customer are one of their connections, or information about Customer is otherwise accessible through that other customer.

Where available, Customer may also choose to interact with social media platforms if Customer creates an account and/or logs in to Provider's Site with Customers access credentials from another website or online service (e.g., by using "Facebook Connect"). Accessing Provider's Site in this way may allow Provider to collect (or the other party to share with Provider) information about Customer.

Provider is not responsible for another party's privacy Statement or terms of use or Customers decision to interact with another party. Provider does not exercise any control over, and is not responsible for, the privacy and security practices of other parties' websites and applications. Provider strongly encourages Customer to review the privacy policies on any website or application Customer visits or otherwise interacts with.

- **Sweepstakes and promotions:**

Provider may operate sweepstakes and promotions (e.g., contests, raffles, etc.) either jointly sponsored or offered by other parties that may require submitting information. If Customer chooses to participate in such sweepstakes and promotions, Customers information may be disclosed to other parties as described in the terms applicable to that particular sweepstakes or promotion. Insofar as the terms applicable to a particular sweepstakes or promotion conflict with this Statement, the terms applicable to the sweepstakes or promotion shall control.

- **Other services:**

Services on Provider's Site may be linked to or otherwise rely on integrations with other websites, applications, interfaces, and/or platforms operated by other parties (e.g., PayPal). Information shared with such parties may be shared with Provider and Provider may combine that information with other information Provider has about Customer that Provider obtains from other parties. In the event Customer submits information to another party, Customer is subject to that other's party's privacy Statement and terms of use as applicable. Provider is not responsible for another party's privacy Statement or terms of use or Customers decision to interact with another party.

- **Website links:**

Links to other websites or applications of other parties may be provided to Customer on Provider's Site. Provider provides such links to other websites and applications of other parties because Provider thinks Customer may enjoy or may find them to be useful to Customer. The websites and applications of other parties operate independently from Provider and have their own established privacy and security policies. Provider does not exercise any control over, and is not responsible for, the privacy and security practices of other parties' websites and applications. Provider strongly encourages Customer to review the privacy policies on any website or application Customer visits or otherwise interacts with.

CHANGES

From time to time, Provider may make changes to this Statement. Any such change to this Statement will be posted on the Site and the "Last Updated" date at the top of this webpage will be revised accordingly. Customers continued use of the Site and/or Service following such modifications indicates Customers understanding and acceptance of the revised Statement. It is important that Customer reviews this Statement regularly to ensure Customer is updated as to any changes.

CONTACT

If Customer has any questions about this Statement or about Provider's privacy practices, please feel free to contact Provider at: support@total-protect.com.