

# Arx Technologies

## Privacy Policy

Arx Technologies (“Arx Technologies” or “Company”) is committed to protecting its customers’ privacy. Please review this Privacy Policy to better understand how Arx Technologies collects information, how that information is used, and your options as to the collection and use of information. This Privacy Policy is applicable to Arx Technologies’ customers and to visitors of Arx Technologies’ website and is intended to provide information regarding Arx Technologies’ methods for collection and use of information.

### **What types of information does Arx Technologies collect?**

Whether you are communicating with Arx Technologies or using a Arx Technologies service, Arx Technologies may collect two types of information: personal information and non-personal information. “Personal information” refers to information that is particular to you, such as: your name, address, phone number, fax number, and e-mail address. “Non-personal information” refers to information that does not by itself identify a specific individual. This information includes websites visited, network traffic data, services and features used.

### **How do we collect information from you?**

Arx Technologies may collect information from you through communications such as via the web, or by phone, email or mail delivery, or through the services provided to you as the customer.

You may visit our website site without divulging any personal information; however, there are areas of the website that might require personal information in order to contact Arx Technologies directly. Specifically, when requesting service and contacting technical support.

Information may be collected in the following ways:

#### **Browsing our website**

- IP addresses may be collected for the purposes of system administration, to gather broad demographic information, and to monitor the level of activity on our site.
- Information may be collected regarding the referring URL, which browser you used to come to our site, and the pages of our site that you viewed during your visit and any search terms entered on our site.
- E-mails may be sent by the customer to Arx Technologies on this website. Arx Technologies may retain the information in any e-mail that you send to us, such as your name, e-mail, address, or telephone number.

#### **Broadband Internet Service**

- Arx Technologies may monitor the network and take measurements of network performance and the performance of your Internet connection to improve the customer’s, or Arx Technologies’, overall service levels.
- During communications with Arx Technologies for service support, we may also access information about your customer premise equipment such as computers and wireless modem devices or other device settings to provide customized technical support or to install specific applications or services for your use.
- Arx Technologies reserves the right to access broadband traffic from individual accounts for the purposes of general maintenance and management of the network, as well as upon request by law enforcement officials.

**How is your personal information used?**

Arx Technologies uses your information in connection with delivering its products and services to you. Arx Technologies may also use the information supplied in order to personalize portions of your service. These personalized services are made available directly by Arx Technologies. In addition, Arx Technologies analyzes and evaluates customer preferences, comments, and criticisms of its offerings in order to make improvements to the present and future versions of service. Arx Technologies may use the non-personal information we collect to provide you with a better service experience in the future. Arx Technologies does not rent, sell or trade your private information to any non-affiliated third party.

**With whom do we share your information?**

Arx Technologies will never willfully disclose individually identifiable information about its customers to a third party without first receiving that customer's permission unless Arx Technologies believes in good faith that the law requires it, or to protect the rights or property of Arx Technologies.

**How does Arx Technologies protect your personal information?**

Arx Technologies takes reasonable precautions to protect your personal information against unauthorized access by requiring employees to use secured access authentication and passwords to obtain customer information and by storing electronic file information on a secure server, which is accessible only by authorized personnel.

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure and we will not be held liable should a third party illegally obtain your personal information via Internet transmission. While we have made significant efforts to protect your personal information, we cannot ensure or warrant the security of any information you transmit to us, and you do so at your own risk.

Arx Technologies takes special care to protect the safety and privacy of young people using its services. Arx Technologies does not knowingly collect information about children. Arx Technologies believes that children should get their parents' consent before giving out any personal information. Arx Technologies encourages parents and legal guardians to participate in their child's experience using Arx Technologies' services. Children should always ask a parent for permission before sending personal information to Arx Technologies.

**How does the customer provide consent?**

By using Arx Technologies' services, you agree with our Privacy Policy and our practices and procedures contained herein regarding the collection of your information.

**How often are changes made to the Privacy Policy and how will you learn of the changes?**

Arx Technologies reserves the right to change, modify or update this Privacy Policy at any time without notice. In the event of any modification, we will post the changes in this Privacy Policy so that you will always know what information we are gathering and how we might use that information. However, if such changes are material, we will either announce the change on the home page of the site or take such other action as we deem appropriate under the circumstances. Accordingly, you should periodically visit this page to determine the current Privacy Policy to which you are bound