



17445 East Apshawa Road
Clermont, Florida 34715-9049
352-242-9100
Fax: 352-242-9104

<http://www.sosoft.com>

Web Site Privacy

Collection of your Personal Information

Synergistic Office Solutions, Inc. (SOS) collects personally identifiable information, such as your e-mail address, name, and telephone number when you complete a demo request or download request form on our web site. Other anonymous demographic information, which is not unique to you, such as your ZIP code is automatically collected by our site and analyzed by a contractor on our behalf.

There is also information about your computer hardware and software that is automatically collected by our site and analyzed by a contractor, on our behalf. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by SOS to obtain general statistics regarding use of and access to our website.

In the event that you contact us for customer support through the website, we may also request that you provide additional User Information relevant to the support requested by you. Users are under no obligation to provide such information; however, unless we can identify you and your organization, we are unlikely to be able to provide customer support. We may retain communications relating to customer support, and/or information drawn from such communications, for statistical and/or reference purposes.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through SOS user forums, this information may be collected and used by others.

Use of your Personal Information

SOS collects and uses your personal information to operate the SOS website and deliver the services you have requested. SOS may also use your personally identifiable information to inform you of other products or services available from SOS. SOS may also contact you via surveys to conduct research about your opinion of current services or of potential new services.

SOS does not sell, rent or lease its customer lists to third parties, period. SOS may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, SOS may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. Such third parties are prohibited from using your personal information except to provide these services to SOS, and they are required to maintain the confidentiality of your information.

SOS does not use or disclose sensitive personal or business information without your explicit consent.

SOS keeps track of the pages you visit within the SOS web site, in order to determine what SOS services and information are the most popular. This data is used to guide our conversations with you about SOS products and services.

SOS will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served

on SOS or the site; (b) protect and defend the rights or property of SOS (including enforcing this agreement); and, (c) act under exigent circumstances to protect the personal safety of users of SOS, or the public.

Use of Cookies

The SOS website uses "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies are not used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to tell the Web server that you have returned to a specific page. For example, if you register with SOS to request product or services, a cookie helps SOS to recognize your specific information on subsequent visits.

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 fully experience the interactive features of the SOS pages you visit.

If you provide SOS with personal or company information, you have the following rights with respect to that information:

- To review the personal or company information that you have supplied to us
- To request that we correct any errors, outdated information, or omissions in such information that you have supplied to us
- To request that your user information not be used to contact you
- To request that your user information be removed from any solicitation list that we use
- To request that your user information be deleted from our records and
- To opt out of being solicited by SOS

If you request that your user information be deleted from our records, there may be a brief delay in our processing that request, while we verify that the request is valid and originates from you as opposed to an unauthorized third party. If you request that your information be deleted, we reserve the right to terminate and/or limit your access to the SOS website.

To exercise any of these rights, please contact us at info@sosoft.com.