

Hesnet Privacy Statement

Privacy Statement

Your privacy is important to Hesnet, LLC. We value your need for appropriate protection and management of any personal and business information you share with us. To assist you, we provide this Privacy Statement explaining our online information practices and the choices you can make about the way your information may be collected and used.

Personal and business information collected on Hesnet sites and services may be stored and processed in the United States or any other country in which Hesnet or its affiliates, subsidiaries or agents maintain facilities. By using a Hesnet site or service, you consent to any such transfer of information outside of your country. We adhere to the European Union's and Switzerland's Safe Harbor Principles administered by the United States Department of Commerce. More information about the U.S. Department of Commerce Safe Harbor Programs can be found at: <http://www.export.gov/safeharbor/>.

Sites Covered by this Privacy Statement

This Privacy Statement applies to all personal and business information collected by or submitted to Hesnet (or carefully selected third parties acting on Hesnet's behalf).

We collect personal information when:

- you make purchases of products or services;
- you register products online;
- you request support for a product;
- you request software downloads;
- you create a user account (login user name and password);
- you request information or materials (e.g., whitepapers or newsletters);
- you participate in surveys and evaluations;
- you participate in promotions, contests or giveaways;
- you apply for a job or submit your resume;
- you submit questions or comments to us.

The types of personal and business information collected may include (but are not limited to):

- your first and last name;
- your title and your company's name;
- your home, billing, or other physical address (including street name, name of a city or town, state/province, postal code);
- your email address;
- your telephone number;
- (for job applicants and professions submitting electronic information) your job position, educational background, employment experience, and job interest;
- any other identifier that permits Hesnet to contact you;
- any information that Hesnet collects online from you and maintains in association with your the business management systems you may utilize;

- Other information related to your account, such as your username and your password.

How We Use Your Information

Hesnet uses the personal and business information it collects to operate and improve its websites, to fulfill your requests for information, to register your products, to process your job application, to provide you promotional materials, to allow you to participate in contests and surveys, to provide service and support, and to carry out the transactions you have requested. These uses may include providing you with more effective customer service; making the sites or services easier to use by eliminating the need for you repeatedly to enter the same information; performing research and analysis aimed at improving our products, services and solutions; and displaying content and advertising that are customized to your interests and preferences.

We also use your personal and business information to communicate with you. We may send certain mandatory service communications such as welcome letters, billing reminders, information on technical service issues, and support announcements. Some Hesnet services may send periodic member letters that are considered part of the service. We may also contact you to inform you of products or services available from Hesnet and its affiliates.

If you have not chosen not to receive promotional materials from us we may also use (but will not disclose) your personal information to promote and market additional products, services and special offers from us and/or Hesnet LLC., that may be of interest to you. You can choose not to allow us to use your personal information for the above-described marketing purposes by indicating your preference at the time of collection of your personal information or by contacting us as set out below.

You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent, please contact us. We will inform you of the implications of withdrawing consent.

Personal information collected online may be combined with information you provide Hesnet in other ways, such as through product registrations, service calls, or updates.

Cookies

A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer or mobile phone browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites. Cookies record information about your online preferences and allow us to tailor the websites to your interests.

Hesnet websites utilize cookies, although you can still access most of them even if you choose to disable cookies in your browser. Some websites will not allow you to complete certain activities if cookies are disabled. We use multiple third parties to monitor web traffic, statistics, advertisement 'click-through', and other activities on Hesnet's sites. Where authorized by us, such third parties may use cookies, our web log files, web beacons, and other monitoring technologies to evaluate use of our website.

We also include web beacons in HTML-formatted e-mail newsletters in order to count how many newsletters (or particular articles, links, etc.) are being accessed.

Current versions of web browsers offer enhanced user controls regarding the placement and duration of both first and third party cookies. Search for "cookies" under your web browser's Help menu for more information on cookie management features available to you.

How We Share Your Information

Hesnet keeps your personal and business information confidential. We will not sell, rent or lease your personal information to others. Unless we have your permission, we will not use or share your personal information in ways unrelated to the ones described at the time you provide the data. Hesnet engages service providers and suppliers ("agents") to perform certain functions on Hesnet's behalf. For example, these agents may deliver products to you, provide product service and support, maintain Hesnet information technology systems, and assist Hesnet with marketing and communication initiatives. Those agents will be permitted to obtain only the personal information they need to perform the services. They are required to maintain the confidentiality of the information received on Hesnet's behalf and are prohibited from using it for any other purpose.

We may access and/or disclose your personal and/or business information if we believe such action is necessary to: (a) comply with the law or legal process served on Hesnet; (b) comply with requests for information from police or government authorities, (c) protect and defend the rights or property of Hesnet (including the enforcement of our agreements); or (d) act in urgent circumstances to protect the personal safety of Hesnet employees or members of the public.

Personal and business information collected by Hesnet may be stored and processed in the United States or any other country in which we or our agents maintain facilities.

Hesnet or its affiliates could merge with or be acquired by another business or their respective assets may be acquired. Hesnet will seek appropriate protection for personal and business information in these types of transactions.

Your Choices

You may choose whether or not to provide personal and business information to Hesnet. The notice we provide to you whenever Hesnet collects your personal and business information will explain the purpose of which the data is being collected and should help you make this choice. If you choose not to provide the personal information we request online, you can still visit most of Hesnet's web pages, but you may be unable to access certain options, offers, and services that involve our interaction with you. If you choose to have a relationship with Hesnet, such as contractual or other business relationships, we will naturally continue to contact you in connection with that business relationship.

Hesnet offers you the opportunity to choose whether your personal information is (a) to be disclosed to a non-agent third party or (b) to be used for a purpose other than the purpose for which it was originally collected or subsequently authorized by you. Hesnet will provide you reasonable mechanisms to exercise your choices at the data collection point or by using other methods.

These choices are not applicable to communications from Hesnet primarily for the purpose of administering orders, contracts, support, product safety and security warnings, software updates, or other administrative and transactional notices.

How You Can Keep Your Information Accurate

Hesnet strives to keep your personal and business information accurately recorded. We have implemented technology, management processes, and policies to help maintain data accuracy. Hesnet provides individuals and organizations with reasonable access to review and correct their personal and business information. We will make reasonable efforts to make necessary corrections. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access to or making alterations to data we maintain.

Keeping Your Personal and Business Information Secure

Hesnet takes seriously the trust you place in us. To protect against unauthorized access, misuse, disclosure, or alteration of your personal and business information, Hesnet employs appropriate physical, technical, and administrative measures. Physical security is designed to prevent unauthorized access to database equipment and hard copies of documents. Electronic security measures, such as firewalls, access restrictions, and encryption provide protection from hacking or other unauthorized access. Hesnet limits access to personal and business information to those persons in Hesnet's organization, or as agents of Hesnet, who have a specific business purpose for maintaining and processing personal and business information and data.

Retention of Your Personal and Business Data

Hesnet retains your personal and business information for as long as reasonably necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws and your consent to such purpose(s) remains valid after termination of our relationship with you.

Enforcement

Hesnet will regularly review its compliance with this Privacy Statement. Please feel free to direct any questions or concerns regarding this statement or Hesnet's treatment of personal and business information by contacting us at the link or address indicated below. When we receive written questions and concerns at this address, it is Hesnet's policy to contact the individual user regarding his or her concerns. We will investigate and attempt to resolve concerns regarding use and disclosure of personal information in accordance with the principles contained in this statement.

Children's Privacy

Hesnet does not knowingly collect information from children under the age of 13 and its websites do not target children under 13. We encourage parents and guardians to take an active role in their children's online activities and interests.

Links to Other Sites

Some pages on the Hesnet website may contain links to third-party web sites. Hesnet does not endorse and has no control over the privacy practices or content of such websites. We recommend you carefully read the privacy policies of each site you visit.

How You Can Contact us, Access to Review and Correct Your Data

Hesnet makes commercially reasonable efforts to keep your files complete, up-to-date, and accurate. If you wish to contact us, access, update or correct your personal information please contact us at any time at:

info@hesnet.biz

When you contact us please provide us with your name, address, any email address you have provided to Hesnet and a description of the circumstances under which you provided the data (for example, to register a product, to receive a newsletter, etc.). We will make reasonable efforts to incorporate as soon as practicable the changes in personal information that we maintain. To protect your privacy and security, we will also take reasonable steps to verify your identity before granting access or making corrections to data we maintain.

Consent and Agreement

By using the Hesnet website, you signify your agreement to the terms and conditions of this Privacy Statement. If you do not agree to these terms and conditions, please do not disclose any personal information to the Hesnet website.

Changes to this Statement

If we change this statement, we will post the revised statement here, along with the date of revision. If we make significant changes to the statement, we may also post a notice on our home page. Any changes will apply only from date of the revision. Amended dispute resolution provisions will not apply to any dispute of which the parties had actual notice as of the date of the amendment.

Revised August 10, 2015