

LiveStor Privacy Policy

ACS Technologies is committed to protecting your privacy. This privacy statement discloses the privacy practices for LiveStor, ACS Technologies' online backup service. Areas addressed in this statement include:

1. What personally identifiable information of yours is collected from you through the LiveStor registration web site and how the information is used
2. With whom the personally identifiable information may be shared
3. How privacy policy changes are communicated
4. What choices are available to you regarding the communication you receive from us
5. How you can correct any inaccuracies in your LiveStor registration information
6. The kind of security procedures that are in place to protect the loss, misuse or alteration of information under LiveStor's control

If you have questions or concerns regarding this statement, you should first contact ACS Technologies Customer Support at support@lvestor.com or at 1-800-669-2509.

Information Collection and Use

The following discloses our information gathering and dissemination practices for LiveStor.

ACS Technologies will not release, sell, or rent the personally identifiable information of its customers.

LiveStor customers use a web-based registration form for customers to activate their service. We collect customer contact information (such as first name, last name, phone number, e-mail address, and LiveStor user name). Contact information from the registration form is used to create records in our database(s) that are necessary to establish the service, send information about LiveStor related to updates and revisions, and inform the customer about the performance of their LiveStor jobs. ACS Technologies maintains the right to email/contact active LiveStor customers for the purpose of administering LiveStor services. For LiveStor operational purposes, records created in our LiveStor database include the establishment of a password used in conjunction with the LiveStor user name. Upon registration, user name and password are communicated by email to the email address given on the registration form.

ACS Technologies may disclose personal information when required by law or in the good-faith belief that such action is necessary in order to conform to the edicts of law or comply with a legal process.

ACS Technologies is not responsible for any personal identification information that LiveStor customers disclose through the use of LiveStor on-line forums. ACS Technologies strongly discourages LiveStor forum participants from including personal identification information in their interaction with other LiveStor customers.

Sharing

ACS Technologies may share personal identifiable information with our partners for the purpose of providing the LiveStor service. For example, we may use an outside shipping company or a credit card processing company to bill users for goods and services. We may partner with other parties to provide specific services. When a customer places an order or signs up for LiveStor, names or other contact information that is necessary to provide these services may be shared between the parties. These parties are not allowed to use personally identifiable information except for the purpose of providing their specific service(s). At no point, is information stored via the backup service shared with anyone outside of ACS Technologies, Inc.

Notification of Changes

If any changes are to be made in our privacy practices we will, 30 days prior to the changes taking effect, send a notification to the email address on record for the LiveStor customer and post the changes in our privacy statement on our LiveStor Administrator webpage.

Choice/Opt-Out

ACS Technologies provides users the opportunity to opt-out of receiving promotional communications from us. However, we maintain the right to communicate with active LiveStor users about their LiveStor account.

Correct/Update

ACS Technologies provides their customers the means for maintaining an up-to-date client profile. Maintaining accurate records regarding LiveStor account information is vital to the security of the product. LiveStor customers are required to notify ACS Technologies promptly of any changes in the information provided on the registration form. LiveStor registration information can be updated by contacting the ACS LiveStor Support Team at 1-800-669-2509 or by visiting LiveStor Online at <http://liverstor.secure.com> . Access to this website is secured by username and password. Further information regarding registration information can be found in the LiveStor Service Agreement.

Security

At ACS Technologies, security is our utmost concern when dealing with the Internet and especially when transferring personal files and sensitive information. Without security in every aspect of the LiveStor service, our own business and reputation would be in jeopardy. That is why we have taken substantial precautions to ensure the security of your data not only while in transit to the LiveStor server, but also while stored on the server. The following are overviews of the ways in which you are protected.

Account and Data Protection

- Access to the FTP Servers is via a unique write only password during backup procedures. This protects your files from being read by anyone other than the LiveStor server.
- Your account is password protected.
- Individual account user names are unique.
- Access to your account is limited to key support individuals and all change requests are logged.
- On occasion, those LiveStor customers who use other ACS products may ask that the support individuals to retrieve their data from the LiveStor server for purposes of supporting those other products. While we strive to serve our customers in the most efficient way possible, security measures are taken into consideration. In these cases, LiveStor customers must provide documented authorization approving these requests. Support individuals may use the LiveStor username and password to retrieve the data. As representatives of ACS Technologies, Support individuals are bound to the LiveStor Service Agreement and the LiveStor Privacy Policy. When Support individuals leave the employment of ACS Technologies, immediate measures are taken so that they can not access any ACS Technologies computer systems.

Network Protection

- Industry Standard Firewall is used with all activity limited to a two TCP port.
- All connections to ports are authenticated by valid account and password.
- Failed access attempts are logged and reviewed.
- Best operating system and database security practices are followed.
- Only software necessary to provide the service is running on the Livestor servers.

Physical Security

- Co-location sites have barriers with 24x7 security.
- Co-location equipment is locked in a facility with sensors and alarm system.
- All visitors require pre-authorization and identification.
- Card access readers control access to the data facility.
- All access to computer equipment is logged.

Effective policy date: January 14, 2005