

Services Privacy Policy

Support.com respects your privacy and recognizes your need for appropriate protection and management of your Personal Information that you may submit to us by telephone, when using our web sites or software or during the performance of the remote computer support services provided via telephone or online via the our web sites by Support.com, Inc., its subsidiaries and contractors ("Support.com", "We", "Our" or "Us"). "Personal Information" is information that (i) is recorded in any form; (ii) is about you, or pertains to you; and (iii) can be linked to you. Personal Information includes information like your name, address, e-mail address, phone number, and non-public information that is associated with the foregoing. Personal Information does not include information that pertains to you, but cannot reasonably be used to identify you.

We recognize that when you choose to provide us with information about yourself, you trust us to act in a responsible manner. Support.com has created this policy to inform you how your Personal Information will be treated if you use our web sites, software or services. In general, you can visit our web sites without telling us who you are or revealing any information about yourself. It is our intent to let you know before we collect personally identifiable information from you.

Support.com voluntarily adheres to the "Safe Harbor" framework concerning the transfer of personal data from the European Union to the United States. Accordingly, we follow the Safe Harbor Principles published by the U.S. Department of Commerce ("Principles") with respect to all such data. The Principles can be found at <http://www.export.gov/safeharbor>. If there is any conflict between this Privacy Policy ("Policy") and the Principles, the Principles will govern.

Information We Collect and How We Use it

We collect Personal Information when you subscribe to one of our newsletters, download a trial version of a product, or purchase a product or service from us or from our partners. The type of information we collect may vary based upon the way we interact with you. For example, if you sign up for a newsletter or download an evaluation version of our software, we may only collect your name and email address. However, if you make a purchase from us then we may also collect your credit card number, phone number and physical address in order to complete the purchase, verify your identity and deliver any physical products. We may combine information that we have about you with information we obtain from business partners or other companies. Support.com automatically receives and records information on our server logs from your browser, including your IP address, Support.com cookie information, and pages you request. This is done as part of regular internet communication between a browser and a web site. We use Personal Information and other information collected in this manner to provide you with the products or services you have requested, process any payments you have agreed to for such products and services, contact you regarding specific products or services you have requested or to provide other information you have requested from us, customize advertisements or content you may see while using our products or services, and, if you have agreed to receive special promotional offers from us by email or otherwise, to contact you regarding such promotional offers.

During your use of our software and services, our systems may also collect information from your computer that is not used to identify you, but is helpful in our efforts to provide the features or services you have requested. This includes information such as the type of computer and processor you are using, which version of the operating system is installed, the configuration of your computer in terms of other application programs used, your computer's Media Access Control address, whether any security software is installed and if it is up-to-date, and information on how you use our products. We use this information to provide the services and functions you request, and to improve our product and service offerings in the future.

CONSENT

BY USING OUR SITE, PRODUCTS, OR SERVICES, YOU CONSENT TO THE COLLECTION, USE AND DISCLOSURE OF YOUR PERSONAL INFORMATION IN ACCORDANCE WITH THE PRIVACY POLICY. FOR THOSE OF YOU VISITING US FROM THE EUROPEAN UNION, CANADA, OR OTHER JURISDICTIONS OUTSIDE OF THE UNITED STATES, PLEASE NOTE THAT THE PERSONAL INFORMATION YOU ENTER WILL BE TRANSFERRED OUTSIDE THE EUROPEAN UNION OR YOUR HOME COUNTRY FOR USE BY US AND OUR AFFILIATES FOR ONE OR MORE OF THE PURPOSES DESCRIBED IN THIS POLICY. YOUR INFORMATION MAY BE PROCESSED AND STORED IN THE UNITED STATES, AND AS A RESULT, GOVERNMENTS, COURTS, OR LAW ENFORCEMENT OR REGULATORY AGENCIES MAY BE ABLE TO OBTAIN DISCLOSURE OF YOUR INFORMATION THROUGH LAWS APPLICABLE IN THE UNITED STATES. BY USING OUR SITE, PRODUCTS, OR SERVICES AND PROVIDING US WITH YOUR PERSONAL INFORMATION, YOU CONSENT TO THIS TRANSFER OF YOUR PERSONAL INFORMATION.

Children

This site is not aimed to attract children and its objective is not to collect personal information from children. Anyone under the age of 18 should not use this site unless supervised by an adult. Support.com's goal is to comply with applicable laws and regulations relating to collection and use of information from children, including the Children's On-line Privacy Protection Act of the United States.

Information Sharing and Disclosure

Support.com does not rent, sell, or share personal information about you with other people or nonaffiliated companies except to provide products or services you've requested, when we have your permission, or under the following circumstances:

We provide the information to trusted partners who work on behalf of or with Support.com under confidentiality agreements. These companies may use your personal information to help Support.com communicate with you (for example, email service providers). These companies, however, do not have any independent right to use or share this information.

We respond to subpoenas, court orders, or legal process, or to establish or exercise our legal rights or defend against legal claims.

We believe it is necessary to share information in order to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of Support.com's terms of use, or as otherwise required by law. We transfer information about you if Support.com is acquired by or merged with another company. In this event, Support.com will notify you before information about you is transferred and becomes subject to a different privacy policy.

Support.com may display or provide you with targeted content or promotional offers based on Personal Information.

Cookies and Web Beacons

Support.com may set and access Support.com cookies on your computer. Advertisers or other companies do not have access to Support.com's cookies. Support.com uses web beacons to access Support.com cookies inside and outside our network of web sites and in connection with Support.com products and services. We use this information to better understand how visitors use our web site, our products, and our services, as well as to provide targeted content or promotional offers.

General

You can edit your personal information stored by us at any time by utilizing web services, if available, or by contacting us via one of the methods listed at the end of this policy. We reserve the right to send you certain communications relating to Support.com, such as service announcements and administrative messages that are considered part an established business relationship, without offering you the opportunity to opt-out of receiving them. Support.com software is published under the Support.com or Sammsoft brand. Sammsoft is a trade name for certain software products developed by or for Support.com, Inc.. As used in this agreement, Support.com, Inc., its divisions, trade names, subsidiaries, and affiliated companies and entities are collectively referred to as "Support.com". We reserve the right to use information about you in accordance with this policy for all Support.com subsidiaries and divisions and under all Support.com trade names.

Confidentiality and Security

We limit access to Personal Information about you to employees and contractors who we believe reasonably need to come into contact with that information to provide products or services to you or in order to do their jobs. We have physical, electronic, and procedural safeguards to help protect Personal Information we collect about you from unauthorized use or disclosure.

We are Committed to the BBB Code of Business Practices

Your privacy is important to us. As a Better Business Bureau Accredited Business, we have made a commitment to follow the BBB Code of Business Practices, including the requirement to safeguard your privacy. Further information about this program is available at <http://www.bbb.org/us/Business-Accreditation/>. If you feel that we have violated your privacy, please contact the BBB at: <http://www.bbb.org/us/Business-Complaints/>.

Privacy Complaints By European Union Citizens

In compliance with the Safe Harbor Principles, Support.com commits to resolve complaints about your privacy and our collection or use of your Personal Information. European Union or Swiss citizens with inquiries or complaints regarding this privacy policy should first contact Support.com at:

Support.com, Inc.
900 Chesapeake Drive, 2nd Floor
Redwood City, CA 94063
Attn: Privacy
E-mail: privacy@support.com

Support.com has further committed to refer unresolved privacy complaints under the Safe Harbor Principles to an independent dispute resolution mechanism, the BBB EU Safe Harbor, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed by Support.com, please visit the BBB EU Safe Harbor website at www.bbb.org/us/safe-harbor-complaints for more information and to file a complaint.

Contact Us

Support.com may update this policy at any time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address in our file for you or by placing a prominent notice on our site. If you have any questions about this Privacy Policy, please email us at privacy@support.com or write to us at Support.com, Inc. 900 Chesapeake Drive, 2nd Floor, Redwood City, CA 94063 USA, Attn: Privacy.

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