



PRIVACY POLICY

Contact Center Compliance understands and respects the consumer's right to privacy. We collect certain data about visitors to our web site. We maintain a policy regarding what data is collected and how it is used. This policy pertains to Contact Center Compliance and DNC.com only and does not represent any other sites.

We collect the following general data that is not personally identifiable information: We have the ability to collect the IP address of the visiting users. This may be used in an effort to resolve web server problems or identify users who attempt fraud. In addition, we have the ability to track non-personal information such as the pages that are viewed and most common links used. This is collected in an effort to improve the site.

DNC.com employs cookies. A cookie is a small text file that our server places on a user's computer hard drive to be a unique identifier. We use cookies to maintain a user's session while they are accessing our site, and to improve the user experience and make it easier for the user to login to the web site. The cookies do not collect personally identifiable information. For more detail regarding cookies see below.

Information Usage:

The information collected during sign-up for the Free Trial Account will be used to service the requests submitted by users. Users who provide an E-mail address may, from time to time, be sent notification on updates and new products and services. If anyone wishes to not be included in these mailings, they may opt out by sending an E-mail to: info@DNC.com or the recipient may respond to the opt-out link provided in the email. The information collected may be used to create customer profiles based on service requests.

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date).

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Contact Center Compliance uses information for the following general purposes: to fulfill your requests for services, assist you with National Do Not Call Registry registration, improve our services, assist our contractors in providing our services to you, contact you, conduct research, and provide anonymous reporting for internal use.

Third Party Customer Information and Your Private Library Data:

As part of our list scrubbing services, you will be uploading customer lists, sales prospect lists, and any other type of lists. Contact Center Compliance understands that full ownership of the data files and creative materials provided by our clients will remain the exclusive property, including all rights



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thereof, of the rightful owners of such data and materials. We agree to process the data provided by our clients, for the sole purpose of data processing and list management services. Contact Center Compliance agrees not to use said data for any additional purpose, unless authorized in writing by the company submitting the data, and also agrees not to disclose your customer's data to any other organization or individual in any manner that would be outside of the scope of the requested services.

As a convenience to our clients, Contact Center Compliance offers the opportunity to store its customer lists and creative libraries in private, password-protected files on Contact Center Compliance servers to be used by the client for future processing. These lists and libraries are fully accessible to the client at any time for addition or deletion, as the client requires. You may access this data at any time by entering the View & Download Scrubbed Lists section of the Website.

Links to Other Sites:

This Website contains links to other sites that are not owned or controlled by Contact Center Compliance, and occasionally we may also offer links to other web sites.. Please be aware that we, Contact Center Compliance, are not responsible for the privacy practices of such other sites. When you click on a link to other web sites, we encourage you to review their privacy policies. The policies of other sites may be different than ours.

We encourage you to be aware when you leave our site and to read the privacy statements of each and every Website that collects personally identifiable information.

This privacy statement applies only to information collected by this Website.

Service-related Announcements:

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an email.

Clients may not opt-out of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to deactivate your account.

Customer Service:

Based upon the personally identifiable information you provide us, we will send you an activation email to verify your email address, username and password. We will also communicate with you via email in response to your inquiries, to notify you when services are performed, and to help you manage your account.

Problem Resolution:

If a problem arises, users may contact a representative of Contact Center Compliance by going to the Contact Page or by calling our us directly at: 866-DNC-LIST (866-362-5478).



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Data Storage & Security:

All sensitive data transmitted to Contact Center Compliance via our Website (including lists and registration information) is encrypted using Secured Socket Layers (SSL). Secure Socket Layers is an Internet standard encryption method used to protect the confidentiality of data, data integrity, and authenticity of the sender and the receiver.

This Website takes precautions to protect our users' information. When users submit sensitive information via the Website, your information is protected both online and off-line.

When our registration form asks users to enter sensitive information that information is encrypted and is protected with SSL, 128-bit encryption. While on a secure page, such as our registration page, the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, when you are just "surfing".

While we use SSL encryption to protect sensitive information online, we also make best reasonable efforts to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Furthermore, ALL employees are kept up-to-date on our security and privacy practices.

Customer lists are accessed for the sole purpose of processing for that individual client. They are never viewed nor shared. All lists are the property of their respective owners.

Finally, the servers that we store personally identifiable information on are kept in a secure environment. However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Log Files:

We do not use log files, a commonly used method of gathering and storing information automatically.

Cookies:

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site. We do not link the information we store in cookies to any personally identifiable information you submit while on our site.

We use session ID cookies only (not persistent cookies). We use session cookies in order for you to access membership pages. A session ID cookie expires when you close your browser. To learn more about cookies, follow this link: <http://www.cookiecentral.com>.



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If you reject cookies, you may still visit our site, but you will not be able to access the membership area or use any of our services.

This privacy statement covers the use of cookies by Contact Center Compliance only and does not cover the use of cookies by any advertisers.

Personal Information:

Contact Center Compliance maintains customer information in an ethical manner. It is, of course, necessary for us to maintain a member's name address, email and contact phone numbers to properly service each client's account. During the course of a client's account, it may be necessary for one of our representatives to contact a client to discuss the account.

Access to Personally Identifiable Information:

If your personally identifiable information changes, or if you no longer desire our service, you may correct or update your information, or deactivate your account by making the changes in our member section of the Website or by emailing our Customer Service at support@dnc.com

The most important step in keeping your information secure is to keep your password secure. Do not give your password to other people and avoid choosing "easily guessed" passwords. Change your password immediately if you suspect someone has been accessing your account without your permission (click on the "Edit Profile" section of the Website).

If for any reason you suspect a security violation has occurred, please immediately send an email to support@dnc.com.

Internal use of personal data:

It is the goal of Contact Center Compliance to present products to clients that will improve their business. To that end, from time to time, we may present offers and/or information to clients that we feel are geared toward their interests. These offers may be presented by US Mail, email or by telephone. These offers may be presented directly from Contact Center Compliance and may include, but are not limited to, updates on compliance regulations and new products and services from Contact Center Compliance. When an internal sales campaign is being promoted, we utilize the customer data we have to make the process as smooth as possible for the customer. This prevents us from requiring the customer to provide us information we may already have. We reserve the right to contact any member, for any reason, within our database. This contact may include a call or direct mail piece geared toward providing Client Services or to present a product or service. We maintain a strict security program to ensure your personal information is carefully guarded. Internal access to personal information is limited to necessary personnel and monitored carefully. We maintain a high level of security on the Internet and over our network to ensure we meet our responsibility to the consumer's privacy. No personal information will be shared with any third parties without the customer's permission.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Website.

Choice/Opt-out

We provide you with the opportunity to "opt-out" of having your personally identifiable information used for certain purposes, when we ask for this information. For example, when you register your account with us, but do not wish to receive any additional marketing material from us, you can indicate your preference on our order form.

If you no longer wish to receive our newsletter and promotional communications, you may opt-out of receiving them at the Edit Profile page of the membership area.

You will be notified if and when your personal information is collected by any third party that is not our agent/service provider, so you can make an informed choice as to whether or not to share your information with that party.

Business Transitions

In the event Contact Center Compliance goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. You will be notified via email and prominent notice on our Website for 30 days prior to any such change in ownership or control of your personal information.

Aggregate Information (non-personally identifiable):

We do not rent, sell, or share personal information about you with other people or nonaffiliated companies except to provide services you've requested, including and limited to:

Agents:

We use an outside credit card processing company to bill you for our services. To maintain security, your credit card information is encrypted using Secure Socket Layer technology. SSL is secure server software that protects against any unauthorized access. Contact Center Compliance uses your credit card information for the sole purpose of accepting payment for your subscription.

Third Parties:

We work with the National Do Not Call Registry to create and manage memberships and download lists for processing on our site. When you create your National Do Not Call Registry account or have Contact Center Compliance access National Do Not Call Registry files through our site, we will share your organization's Subscription Account Number (SAN) as necessary for the National Do Not Call Registry to provide that service.



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Please be aware that we, Contact Center Compliance, are not responsible for the privacy practices of the National Do Not Call Registry. To view the National Do Not Call Registry's Privacy Statement, follow this link: <https://telemarketing.donotcall.gov/Privacy/privacy.aspx>.

Right to adjust Policies:

Contact Center Compliance reserves the right to change the privacy policy at any time. Although we do not anticipate any changes, updated policies will be made available by our web site or by contacting a Contact Center Compliance representative at 866-DNC-LIST (866-362-5478).

Contact Us:

If you have any questions or suggestions regarding this policy, please contact us at support@dnc.com.