



### **Privacy Policy**

We respect our Users' right to privacy with regards to the use of their email and our Web sites. We have adopted an email privacy policy ("Privacy Policy") that we hope provides the greatest possible privacy to our Users, assuming they are not using our services to conduct unlawful activities. Our Privacy Policy makes the following commitments:

WE WILL NOT USE USER INFORMATION FOR ANY PURPOSES OTHER THAN TO PROVIDE THE BEST POSSIBLE HOSTED EMAIL AND RELATED SERVICES. MORE SPECIFICALLY, WE WILL NOT SHARE USER INFORMATION WITH THIRD PARTIES IN WAYS OTHER THAN DISCLOSED IN THIS POLICY. ADDITIONALLY, WE WILL NOT EMPLOY TECHNOLOGY TO READ EMAIL MESSAGES IN ORDER TO TARGET, DISPLAY OR SEND MARKETING ADS BASED ON THE CONTENT OF THOSE EMAIL MESSAGES.

This Privacy Policy discloses the types of personal information collected and stored by Service Provider and how that information is used to provide the email services and related sales and support services ("Email Services"). User acknowledges and agrees to the collection and use of its personal information as set forth in this Privacy Policy.

### **Website Information**

Service Provider collects statistical information about how people ("Users") locate and navigate its Web sites. This information, sent by normal Web browsers, usually includes the browser type, Internet Protocol (IP) address and referring URL. This information is used to improve the usefulness of the Web sites and to enhance the positioning of Web sites within Internet search engines. Users remain anonymous unless they voluntarily contact Service Provider by filling out an online form, at which point this data may be linked with Users in order to provide the best possible service.

Contact information. When Users fill out an online form to contact Service Provider, Service Provider collects some personal information, including but not limited to name, company name, phone number, email address, and reason for contact. This information is used to respond to the customer's initial contact in a timely manner.

Cookies. A cookie is a small piece of information that a Web server can store temporarily with a Web browser. Cookies are useful for having a browser remember specific information that the Web server can later retrieve.

When Users visit Service Provider owned Web sites, a cookie is set on their browser for the purpose of gathering statistical data about how the Service Provider Web sites are being used. The use of cookies improves the quality of the Web sites, however if Users prefer, they may configure their browser not to accept cookies. Web browsers that do not accept cookies will still be able to access some of the Service Provider sites.

Clear Gifs (a.k.a. Web Beacons/Web Bugs). We do not use Clear Gifs (a.k.a. Web Beacons/Web Bugs) when providing Email Services to Clients.

### **Client and User Email Account Information**

When people sign up and pay for Email Services ("Users"), Service Provider collects some personal information, including but not limited to name, phone number, billing address, payment information and password. A secret question and answer may also be asked in order to verify the identity of Users if their account password is lost.

### **Information Safeguards**

WE WILL NOT USE CLIENT INFORMATION FOR ANY PURPOSES OTHER THAN TO PROVIDE THE BEST POSSIBLE HOSTED EMAIL AND RELATED SERVICES. MORE SPECIFICALLY, WE WILL NOT SHARE CLIENT INFORMATION WITH THIRD PARTIES IN WAYS OTHER THAN DISCLOSED IN THIS POLICY. ADDITIONALLY, WE WILL NOT EMPLOY TECHNOLOGY TO READ EMAIL MESSAGES IN ORDER TO TARGET, DISPLAY OR SEND MARKETING ADS BASED ON THE CONTENT OF THOSE EMAIL MESSAGES.

### **Support information**

When Users fill out an online form to make a request for customer support, Service Provider collects some personal information, including but not limited to name, phone number, email address and description of the inquiry. This information is used to open a trouble ticket so that Service Provider can remedy the issue as quickly as possible.

### **Cookies**

When Users use Service Provider Webmail services, a cookie is set on their browser for security authentication purposes. Client sensitive information IS NOT stored within these cookies, unless Users specifically select the "Remember my info" check box on the Webmail login page. If Users prefer, they may configure their browser not to accept cookies. When browsers are configured not to accept cookies, Email Services will still be available via POP3 and IMAP4 standard protocols, however, for security reasons the Webmail applications will not be available.

### **Email content**

The contents of Users email accounts are stored on Service Provider servers in order to provide the Email Services. This information is stored on secure servers, which process the information in order to provide Users with authenticated access to their mailbox receive and transmit email messages and prevent unsolicited bulk email ("Spam"). Email contents are backed up to separate storage systems daily for the purpose of recovery from errors or system failure. Copies of email messages may remain on the backup storage systems for approximately two (2) weeks, even after Users delete the emails from their mailbox or after termination of Email Services. Service Provider employees do not access the content of any mailboxes unless Users specifically request them to do so (e.g., when Users report difficulties using their account), or if required to do so by law, or if Service Provider in good faith believes that such action is necessary to protect, maintain and defend the rights and property of Service Provider, its Users or the public.

### **Log information**

Service Provider collects certain information relating to the usage of the Email Services. This information is stored in server logs and includes, but is not limited to, usage of SMTP, POP3, IMAP, Webmail, Spam Filtering and Virus Scanning. This information is also aggregated in order to generate system wide usage totals, which are used to effectively scale the system infrastructure and improve the quality of the Email Services.

### **Agents**

We use an outside credit card processing company to bill Users for Email Services. These companies do not retain, share, store or use personally identifiable information for any other purposes. These third parties are prohibited from using your personally identifiable information for any other purpose.

### **Business Transitions**

In the event that Service Provider 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 as well as through a prominent notice on our Web site and control panel of any such change in ownership or control of your personal information for at least 30 days.

### **Access to Personally Identifiable Information**

If your personally identifiable information changes, or if you no longer desire our Email Service, you may correct, update, delete or deactivate your account by emailing [support@iomail.com.au](mailto:support@iomail.com.au).

### **Security**

Service Provider has put in place physical, electronic and managerial procedures to safeguard the information that is collected. Various security technologies have been implemented to ensure that external parties cannot access or modify Users' personal information on the Service Provider Network. Specifically, Secure Sockets Layer (SSL) encryption is used on specific Web pages to safeguard online purchase transactions. SSL technology is the industry standard protocol for secure, Web-based communications. SSL is used by e-commerce Web sites on the Internet to enable secure transactions between customers and suppliers.

### **Children's Privacy**

We are committed to protecting the privacy needs of children and we encourage parents and guardians to take an active role in their children's online activities and interests. We do not knowingly collect information from children under the age of 13 and does not target its Web sites or Email Services to children under the age of 13.

### **Release of Personal Information in Extraordinary Circumstances**

Except as provided for in this Privacy Policy, Service Provider will never share Users' personal information with third parties without Users' express permission unless extraordinary circumstances apply. With respect to the release of personal information, extraordinary circumstances may exist when the disclosure of such information is legally required or requested by a governmental entity, or when Service Provider, acting in good faith, believes that the disclosure of such information is necessary to conform to legal

requirements or comply with legal process, protect the rights of Service Provider, prevent a crime or protect national security, or protect the personal safety of its Clients or the public.

**Privacy Policy Changes**

If we decide to change our Privacy Policy, we will post those changes to this Privacy Policy, our Web site, and other places we deem appropriate so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We reserve the right to modify this Privacy Policy at any time, so please review it frequently. If we make material changes to this Policy, we will notify you here, by email, or by means of a notice on our home page.