

Cloud Business Florida Privacy Statement

At Cloud Business Florida, we're working hard to protect your privacy, while delivering services that bring you the performance, power, and convenience you desire in your personal computing. This privacy statement explains the data collection and use practices of the Managed Services features that send information to and from the Internet. It is not intended to be an exhaustive list. It does not apply to other online or offline Cloud Business Florida sites, products, or services.

Information storage, processing, and release

Information that is collected by or sent to Cloud Business Florida may be stored and processed in the United States or any other country in which Cloud Business Florida or its affiliates, subsidiaries, or agents maintain facilities. Cloud Business Florida abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union. Cloud Business Florida may disclose information about you if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Cloud Business Florida or the site; (b) protect or defend the rights or property of Cloud Business Florida and its family of websites; or (c) act in urgent circumstances to protect the personal safety of Cloud Business Florida employees, users of Cloud Business Florida software or services, or members of the public.

Cloud Business Florida occasionally hires other companies to provide limited services on its behalf, such as providing customer support, processing transactions, or performing statistical analysis of reports. Cloud Business Florida will provide these companies only the information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose.

Collection and use of information about your computer

These services contain certain Internet-enabled features that collect standard information from your computer ("standard computer information") and might collect additional information needed for a specific feature and send it to Cloud Business Florida. Standard computer information generally includes such information as your Internet Protocol (IP) address; operating system version; browser version; your hardware ID, which indicates the device manufacturer, device name, and version; and your regional and language settings. The privacy details for each feature listed in this privacy statement will disclose whether any additional information is collected and how it is used, if the feature sends information to Cloud Business Florida.

Information that is collected by or sent to Cloud Business Florida may be stored and processed in the United States or any other country in which Cloud Business Florida or its affiliates, subsidiaries, or agents maintain facilities.

Security practices

Cloud Business Florida is committed to protecting the security of your information. We use a variety of security technologies and procedures to help protect your information from unauthorized access, use,

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or disclosure. For example, we store the information you provide on computer servers with limited access that are located in controlled facilities.

Activation

What this feature does

Activation is aimed at reducing software counterfeiting and ensuring that Cloud Business Florida customers receive the software quality that they expect. Once your software is activated, a specific product key becomes associated with the computer (the hardware) on which it is installed. After association is completed, that product key cannot be used for activation on other computers.

Information collected, processed or transmitted

During activation of this software, product key information is sent to Cloud Business Florida along with a hardware hash (a non-unique number generated from the computer's hardware configuration). The hardware hash does not represent any personal information or information about the software. The hardware hash cannot be used to determine the make or model of the computer, nor can it be backward-calculated to determine the raw computer information. Along with standard computer information, some additional language settings are collected. This information is not used to identify you.

Use of information

The information is used only to confirm that you have a licensed copy of the software, and is aggregated for statistical analysis.

Mandatory activation

Activation is mandatory for full enjoyment of this software. If you choose not to activate the software, your ability to use the software will expire for the month you do not renew services.

Cloud Business Florida Error Reporting Service

Why does Cloud Business Florida collect information about errors and problems?

The information helps Cloud Business Florida diagnose problems in the software you use and provide solutions. Not all problems have solutions, but when solutions are available, they are offered as steps to solve a problem you've reported or as updates to install. As part of setup and installation, the Cloud Business Florida Error Reporting Service sends back information about setup or installation failures in order to attempt to diagnose the problem. To help prevent problems and make software more reliable, some solutions are also included in service packs and future versions of the software.

How is information collected?

Many Cloud Business Florida software programs are designed to work with the reporting service. If a problem occurs in one of these software programs, you are asked if you want to send a report to check

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for a solution. You can view the details of the report before sending it, although some files might not be in a readable format.

What types of information can be collected?

The reporting service can collect information about problems that interrupt you while you work, and about errors that occur behind the scenes. It is important to diagnose errors that occur behind the scenes because these problems, if left unsolved, might cause additional problems such as performance or program failures.

Reports contain information that is most useful for diagnosing and solving the problem that has occurred, such as:

Where the problem happened in the software or hardware. Occasionally, empty files might be included as an initial indication of a problem.

The type or severity of the problem, if known.

Files that help describe the problem (typically, system or report-generated files about software behavior before or after the problem occurred).

Basic software and hardware information (such as operating system version and language, device models and manufacturers, or memory and hard disk size).

Reports might unintentionally contain personal information, but this information is not used to identify you or contact you. If you are concerned that a report might contain personal or confidential information, you should not send the report.

Who can use the information and how can it be used?

Cloud Business Florida uses information about errors and problems to improve its software. Cloud Business Florida employees, contractors, vendors, and partners may be provided access to information collected by the reporting service. However, they may use the information only to repair or improve the products that they publish or manufacture.

For example, if an error report indicates that a third-party product or feature is involved, Cloud Business Florida may send that information to the vendor of the product or feature. The vendor may provide the information to sub-vendors and partners; however, all parties must abide by the terms of this privacy statement.

To improve the products that run on Cloud Business Florida software, Cloud Business Florida may share aggregate information about errors and problems. Aggregate information is used for statistical analysis and does not contain specific information from individual reports, nor does it include any personal or confidential information that may have been collected from a report.

About surveys and report tracking

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After you report a problem, you might be asked to complete a survey about the error experience. If you choose to provide a phone number or e-mail address in response to the survey, your error report will no longer be anonymous. Cloud Business Florida may contact you to request additional information to help solve the problem you reported.

To view your problem history or check for new solutions, go to Problem Reports and Solutions in Control Panel or see Help and Support for more information.

For more information

If you have questions about this privacy statement, please contact us by submitting your questions by email to info@cloudbusinessflorida.com or by postal mail:

Privacy Statement for Managed Services Features
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