

# Privacy Policy

The following privacy policy describes the information and privacy practices for Appel Technology Solutions, services provided at your home or office, and at Appel Technology Solutions' service centers. This privacy policy describes how our technicians/representatives will collect and use your information. All information provided to Appel Technology Solutions will not be shared with any third party. When you provide a technician/representative with your personal information, you consent to the information practices described in this policy.

This privacy policy does not apply to Web sites that are accessible through our website.

This privacy policy applies to Appel Technology Solutions operations and locations in the United States only.

To assist you with reading through our privacy policy, we have provided questions and answers below that you may find helpful in understanding our privacy practices:

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When does Appel Technology Solutions collect information from me?

How is my information used?

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Third-Party Ad Providers

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### **What information do technicians/representatives collect from me?**

We may collect personal information such as your name, mailing address, phone number, e-mail address, credit card number, and other billing information.

### **When does Appel Technology Solutions collect information from me?**

When using products or services available from Appel Technology Solutions, you may be asked to provide personal information. For example, you may be asked to provide personal information when you schedule an appointment for services; bring in your product for service; purchase products; contact Appel Technology Solutions by phone; and/or participate in other activities with Appel Technology Solutions.

### **How is my information used?**

Appel Technology Solutions uses the information you provide to fulfill requests for service or information; provide customer service; administer sweepstakes, promotions or surveys; offer new products or services; improve the effectiveness of our Web site, marketing endeavors and offers; conduct research and analysis; send marketing communications; or perform other business activities.

### **Does Appel Technology Solutions share my personal information with others?**

Appel Technology Solutions does not sell or rent your personal information to third parties, although we may need to share your personal information with certain third parties such as our service providers and other representatives for limited purposes. For example, Appel Technology Solutions may share personal information with third parties to send marketing communications; service products; conduct research, analysis or administer surveys; send mail and e-mail; process credit card payments, administer sweepstakes, provide call-center, data storage, and hosting services.

The third parties with whom Appel Technology Solutions conducts business are only authorized to use your information to perform the service for which they were hired. As part of our agreement with them, they are required to follow the privacy guidelines given to them and to take reasonable measures to ensure your personal information is secure.

Appel Technology Solutions may also share your personal information with companies who have referred you to us for goods and services, or have provided space in their store locations for Appel Technology Solutions to offer its goods and services, or have allowed us to have a presence on their Web sites.

From time to time, we may be required to share personal information in response to a valid court order, subpoena, government investigation, or as otherwise required by law. We also reserve the right to report to law enforcement agencies any activities that we, in good faith, believe to be unlawful. Appel Technology Solutions may share certain personal information when we believe that such release is reasonably necessary to protect the rights, property, and safety of ourselves and others. Appel Technology Solutions may also transfer personal information in the event of a corporate sale, merger, acquisition, dissolution or similar event.

### **Third-Party Ad Providers**

Our Web sites use third-party service providers to serve ads across the Internet and analyze Web site traffic on our behalf. They may collect anonymous information about your visits to our Web site, and your interaction with our ads. These companies may use technologies similar to those outlined above to measure the effectiveness of ads and e-mails. They may also use information about your visits to this and other Web sites so that we can provide advertisements about goods and services.

No personally identifiable information is collected in this process.

## **Can I control the use of my information for marketing purposes?**

Appel Technology Solutions is an opt-out organization. Once we receive your information, we may send you marketing communications that contain valuable offers, promotions, and other content. You always have the ability to opt out of receiving future marketing communications from Appel Technology Solutions.

To stop receiving marketing communications from Appel Technology Solutions:

1. Follow the directions on any of our marketing e-mail or direct mail marketing communications.
2. Call 570-851-0925.
3. Send an e-mail request with your full name, address, phone number, and e-mail address to [support@appeltechsolutions.com](mailto:support@appeltechsolutions.com).
4. Send a request with your full name, address, phone number, and e-mail address to Appel Technology Solutions, 29 Olendike St., Throop, PA 18512.

If you send an e-mail or letter request, please be sure to include your current contact information, and indicate specifically what type of marketing communication(s) (for example, e-mail, direct mail and/or phone) that you wish to stop receiving. This helps identify you correctly in Appel Technology Solutions systems so agents can process your request. Please note that due to production, mailing and system timelines, and the form in which we received your request, it may take up to ten business days for e-mails, 30 calendar days for phone calls, and six weeks for direct mail to remove you from Appel Technology Solutions marketing lists. Until the change takes effect, you may still receive marketing communications from us. Also, please note that even though you may have requested not to receive future marketing communications, you may still receive business-related notices such as appointment confirmation calls, billing information, or other organization-related information.

## **How does Appel Technology Solutions secure my personal information?**

### **Security**

Whether you receive services or purchase products through Appel Technology Solutions, use [appeltechsolutions.com](http://appeltechsolutions.com), have services performed at your location, or contact Appel Technology Solutions by phone, we take reasonable precautions to protect against the loss, misuse and unauthorized access of your personal information. This includes personal information that you provide to complete a purchase. We cannot ensure or warrant the security of any information you transmit by e-mail, and you do so at your own risk.

Please note that while Appel Technology Solutions is able to protect personal information that is provided during the course of business, we cannot take responsibility for data loss on the products or systems serviced. You must remove or back up this information to safeguard it.

### **Blogs**

When posting information on any Appel Technology Solutions blogs, please use caution when providing any personal data about yourself, since this information may be viewed by others. We recommended that you do not provide your name, address, or any other personal information in this area. Appel Technology Solutions will monitor blog content and make every effort to remove this type of information before posting. However, if you choose to include personal data in your content, you do so at your own risk and you accept full responsibility for those posts and any consequences that may arise.

## **Remote Access**

Appel Technology Solutions may use remote access to diagnose and resolve system problems. This lets us access your computer to determine the problem and either repair it or provide advice on possible repair options. By taking advantage of this service, you give permission to an Appel Technology Solutions technician to log into your computer, which may contain personal information. He or she will only search your computer to determine the cause of the problem and will attempt to minimize interaction with your data. It is your responsibility to ensure that all of your files, especially those containing personal information, are secure to prevent any type of data loss or corruption.

## **How can I update my information?**

Appel Technology Solutions wants your information and marketing preferences to be complete and accurate. To update your information, call 570-851-0925, send an e-mail to [support@appeltechsolutions.com](mailto:support@appeltechsolutions.com), or write to Appel Technology Solutions, Attention: Privacy Manager, 29 Olendike St., Throop, PA 18512.

If you send an e-mail or letter request please include your current contact information and list the requested changes you would like to have made.

## **Does Appel Technology Solutions collect information from children?**

Appel Technology Solutions will not knowingly or intentionally collect personal information online from children under the age of 13. Appel Technology Solutions is committed to protecting the privacy of children.

## **Who can I contact with questions about the security of my information?**

Please contact our privacy manager to report any known or suspected privacy or security breaches or to submit privacy or security-related questions or complaints. After receiving your inquiry, we will respond within five business days. You may call 570-851-0925, e-mail a request to [service@appelgraphicdesigns.com](mailto:service@appelgraphicdesigns.com), or send a letter to Appel Technology Solutions, Attention: Privacy Manager, 29 Olendike St., Throop, PA 18512.

## **Will this privacy policy change?**

Because Appel Technology Solutions will continue to implement new technologies and improve the services and features provided, this policy is subject to change. If there are changes or additions to this privacy policy, we will post them here or in other formats. If we change our information practices or this privacy policy in such a way that your personal information may be used or shared in a different manner, we will give you the opportunity to opt out of having your information used or shared in that new manner.

Effective date: March 19, 2012

**Call 570-851-0925** now to make an appointment.