

Protecting your Privacy

This Privacy Policy explains how CSS ("we," "us," "our") collects, uses, shares, and protects information in connection with CSS services, systems, websites, and apps that refer or link to this Privacy Policy (our "Services"), including without limitation, the collection and processing of personal information in connection with Services provided by CSS and/or its Affiliates, Partners and Third Parties representing our Services. This Privacy Policy applies regardless of the type of device or other means you use to access our Services.

CSS reserves the right to change this Privacy Policy at any time by posting the updated Policy here along with the date on which the Policy was changed. If we make material changes to this Privacy Policy that affect the way we collect, use and/or share your personal information, we will notify you by including a "NEWLY UPDATED" label with the "PRIVACY POLICY" link on cssnow.com for 30 days after material changes are made.

Information we collect and how we collect it

We collect and maintain personal information about you from many sources to understand and meet your needs, facilitate your requested services, manage our business, and for other purposes disclosed to you. For example, we collect personal information about you from:

- You, when you voluntarily provide us with information
- Your transactions with Manufacturers, Software Developers and/or Industry Partners
- Other third-party sources, such as fellow Service Providers

If the information is to be collected directly from you, you may in some cases have the option to decline providing that information. However, your choice to not provide information may impact the success of your support services.

The personal information we collect about you through these various sources may include, but is not limited to:

- Name, addresses, telephone, and fax numbers
- Email addresses
- Information required to facilitate the requested support services
- Information about your current request, including serial numbers, problem descriptions, locations and expressed warranties.
- Credit/debit card number(s), including associated billing address(es) and expiration date(s)

- Technical information such as your preferred browser type, IP address, type of operating system you use, login credentials for diagnosis purposes.
- When you send us an email or online service request, we will retain the content of the inquiry, your email address or any contact information you provide, and our response in order to handle any follow-up questions you may have. We also use this information to measure how effectively we address your concerns.
- Individuals contacting us on behalf of Corporate Contract will be asked for information on the Company; Company name, address and your corporate affiliation along with your title, work address and contact information.

Support Services Information

CSS creates a record for each service request that involves diagnosis thru solution.

When you request service from CSS, we will collect and store information about your request and transaction whether you came to us from a manufacturer, corporate contract, word-of-mouth, or any other channel. CSS will also collect and store information about changes to your support services, including a cancellation or failure to follow thru on your service request.

If you request services for someone else, we may collect your billing information but may communicate with the customer directly about their services.

Sensitive personal information

To the extent that the personal information we collect constitutes sensitive personal information under applicable law, CSS will collect and process this sensitive personal information within the limits provided by applicable law. Where required by law, CSS will seek your specific consent before processing sensitive personal information.

Some examples of this type of information include:

- You have chosen to provide such information to use or it has been passed onto us by a third party such as a manufacturer or another service provider with which you worked with previously.

Automatically collected information

When you request our services, we may receive technical information such as your browser type, the type of operating system you use, your geolocation and pages visited on our website. CSS gets this information from website analytic tools and utilizes this information to improve our services.

Information collected by third parties on our Services

Some of the content, advertising and functionality of our Services may be provided by third parties, including third parties that are not affiliated with us. As noted above, these third parties may collect or receive technical information about your use of our Services through the use of cookies, pixel tags, web beacons, and other technologies, and this information may be collected over time and combined with information collected on different websites and online services.

For example, some of our offerings and services may be found on social media or other third-party plug-ins (such as Facebook's "Like" button) that enable you to comment and share things you find on our services with your social network. The providers of these plug-ins may be able to collect information about you even if you do not click on or otherwise interact with the plug-in or widget, regardless of whether you have an account or other relationship with these social networks and third parties. If you use social network tools or visit social networking sites, you should read their privacy disclosures to learn what information they collect, use, and share.

How your information will be used

Our Services

We use your personal information to complete transactions and fulfill requests for our products and services. For example, we require you to provide personal information when making a service request. We may also use personal information to verify your identity when payment for our services is required.

Administrative, marketing, analytical purposes

In addition to processing, confirming and fulfilling the services or products you request, CSS may use personal information for administrative, analytical, and marketing purposes such as employee training, information systems management, accounting, billing and audits, credit card processing and verification and/or customer-relations correspondence. CSS also uses personal information to identify, develop and market products and services that we believe you will value, in accordance with applicable laws. Where we are required by applicable law, we will seek your consent prior to sending you communications for marketing purposes. More specifically, we may use your personal information for the following purposes:

- Business purposes and communication: To provide services or information you requested, to communicate with you for business or customer service reasons, or for other such reasons such as changes to our policies or in response to your inquiry
- Financials transaction management: To facilitate payment for services or provide refunds
- Legal and regulatory obligations: To comply with legal, regulatory, or fiscal obligations, or in connection with litigation or an internal investigation or audit

- Improve our operations: To improve our service offerings
- Marketing and analytics: To perform data analyses and other processing for marketing purposes
- Site maintenance: To improve content, functionality, and usability of our sites and to offer opportunities to participate in surveys and provide feedback to us
- Security management: To secure premises, assets, and information
- Third party requests: To respond to and comply with outside requests initiated by you, as well as in response to legal requests
- Audit and controls: To evaluate internal controls and audits for compliance (including those conducted by CSS's internal and external audit service providers)

There are security cameras in and around our facilities, which are used for these purposes:

- to prevent and detect crime
- to protect the health and safety of CSS's customers and employees
- to manage and protect CSS's property and the property of others and
- for quality assurance purposes

Data security and integrity

We take reasonable and responsible measures to protect the personal information you provide to us.

CSS uses reasonable technical, administrative, and physical measures to protect your personal information from loss, interference, misuse, unauthorized access, disclosure, alteration or destruction, both during transmission and once we receive it. We also maintain reasonable procedures to help ensure that such data is reliable for its intended use and is accurate, complete and current. When your personal information is shared, CSS will take a reasonable approach to prevent the unauthorized use of personal information.

Please note, however, that while CSS attempts to safeguard your personal information, no method of transmitting or storing electronic information is ever completely secure, and thus we make no warranty, express, implied, or otherwise, that your information will never be accessed, used or released in a manner that is inconsistent with this Privacy Policy. IN NO EVENT SHALL WE BE LIABLE FOR ANY DAMAGES (WHETHER CONSEQUENTIAL, DIRECT, INCIDENTAL, INDIRECT, PUNITIVE, SPECIAL OR OTHERWISE) ARISING OUT OF, OR IN ANY WAY CONNECTED WITH, A THIRD PARTY'S UNAUTHORIZED ACCESS TO YOUR INFORMATION, REGARDLESS OF WHETHER SUCH DAMAGES ARE BASED ON CONTRACT, STRICT LIABILITY, TORT OR OTHER THEORIES OF LIABILITY, AND ALSO REGARDLESS OF

WHETHER WE ARE GIVEN ACTUAL OR CONSTRUCTIVE NOTICE THAT DAMAGES WERE POSSIBLE, EXCEPT AS PROVIDED UNDER APPLICABLE LAWS.

Data retention policy

Your personal information will be retained only for so long as reasonably necessary for the purposes set out above, considering criteria such as applicable rules on statute of limitations, legal requirements and for the receipt of our services.

With whom your information will be shared

General

CSS does not share personal information with third parties except as stated in this Privacy Policy. We may disclose information with certain third party companies with which we have a business relationship and/or affiliation (i) to assist in providing the products and services you have requested; and (ii) for administrative and analytical purposes.

For instance, we may disclose or share information about you to:

- third parties to fulfill the requested services such as manufacturers, software developers and/or industry partners.

In the event we undergo a business transition involving another company, such as a merger, corporate reorganization, acquisition, the lease or sale of all or a portion of our assets, or in the event of bankruptcy, information that we have collected from or about you or your devices may be disclosed to such other entity as part of the due diligence or business integration process and will be transferred to such entity as one of the transferred assets.

Obtaining and handling your consent

This Privacy Policy is not a contract. CSS will seek to obtain your additional consent where required by applicable law.

Application of local laws

Where required by local law, you may have the right to access, request a copy of, update, transfer or restrict the processing of, or request that we delete your personal information. You may also have the right to object to our processing of your personal information. To exercise these rights please email us at support@cssnow.com. When

we receive a request to exercise one of these rights, we will indicate what personal information we require from you to validate your identity. We will also provide information on the action we intend to take on the request without undue delay and no later than 30 days from receipt of the request where required by local law. This time may be extended by an additional 60 days in certain circumstances, for example, where requests are complex or onerous. Please note, these requests are subject to applicable legal, ethical reporting, or document retention obligations imposed on us.

Email: support@cssnow.com

When you provide us with your information, you acknowledge that this information may be stored, transferred, and processed on servers located anywhere in the World, including either inside or outside of the U.S.

Links to other sites

When asking us to provide a service, we'd also like to remind you that we often provide additional links to resources we think you'll find useful. These links may lead you to sites that are not affiliated with CSS and may operate under different privacy practices. You are responsible for reviewing the privacy policies for such other websites, as we have no control over information that is submitted to these companies.

Contact us

If you have other questions, comments or concerns about our privacy practices, or if you wish to issue a request to exercise your rights where applicable by law, please contact us. Please provide your name and contact information along with the request. Alternatively, inquiries may be mailed to the following address:

CSS
Attn: Privacy Office
531-A Conchester Hwy
Boothwyn, PA 19061
Email: support@cssnow.com