

Milano Software Online Privacy Statement

Milano Software is committed to protecting your privacy. Please read the Milano Software Online Privacy Statement below.

This Milano Software Privacy Statement applies to data collected by Milano Software through its website and services, as well as its offline product support services.

Collection of Your Personal Information

In order to access some Milano Software services, you will be asked to sign in with an e-mail address and password, which we refer to as your credentials.

When creating your credentials, you may also be asked to provide questions and secret answers, which we will use to help verify your identity and assist in resetting your password, as well as additional email addresses.

For some of the Milano Software services, we may ask you to provide additional personal information, such as your address, name, home or work address or telephone number, and email address. Other information that Milano Software may collect are demographic information, such as your gender, age, postal code/zip code, preferences, interests, and favourites. If you have chosen to purchase a product from Milano Software we will then ask for additional information that includes your credit card number and billing address. This information will be used to create a Milano Software billing account.

Milano Software may also collect information about your visit to our website, including the pages you view, the links you click and other actions taken while in connection with the Milano Software site. In addition, information that your browser sends to every website you visit, such as your IP address, browser type and language, access times and referring websites, will also be collected by Milano Software.

When you receive any promotional email or electronic newsletter from Milano Software, we may use technologies to determine whether the email has been opened and which links you click on to aide in our ability to provide you with more focused email communications.

Use of Your Personal Information

Milano Software collects your personal information and uses it to improve our customer service, the delivery of our services, enhance our website, or carry out any transactions you have requested. By using the personal information you have provided, Milano Software will be able to make our services easier for you to use by eliminating the need for you to repeatedly enter the same information.

Milano Software will also use your personal information to communicate with you. This includes welcome letters, billing, billing reminders, information on our services, special announcements, and special promotions that you may be interested in, technical service issues, and upgrade information. Milano Software may also send you our client newsletters that are considered part of our services. In addition, we may also occasionally send you surveys or promotional mailings to notify you of other products or services offered by Milano Software and its affiliates.

The personal information collected by Milano Software's website and services may be processed and stored in Canada or any other country in which Milano Software and/or its affiliates, subsidiaries maintain facilities, and by using the Milano Software services or website, you consent to any such transfer in personal information outside of your country.

Sharing of Your Personal Information

Apart from what is described in this statement, Milano Software will not disclose your personal information outside of Milano Software and its controlled affiliates and subsidiaries without your consent.

Some of Milano Software's services may be offered and co-branded in conjunction with another company. If you register for or use such services, both the other company and Milano Software may receive information that is collected in conjunction with the co-branded services.

Milano Software may occasionally hire other companies to provide limited services on our behalf. These services may include, but are not limited to the processing and delivery of mailings, hosting websites, processing transactions, providing customer support, or performing statistical analysis of our services. These companies will only be permitted to receive the information they require to deliver the service. Each company is prohibited from using the information for any other purpose, and are required to maintain the confidentiality of the personal information.

Your personal information may be accessed and/or disclosed by Milano Software if we believe such action is necessary to: (a) protect and defend the rights or property of Milano Software (including the enforcement of our agreements); (b) comply with the law or legal process served on Milano Software; or (c) to take action in an urgent circumstance to protect the personal safety of clients of Milano Software or members of the public.

Accessing Your Personal Information

You may have the ability to edit or view your personal information online. You will be required to sign into the Client portion of the Milano Software website in order to prevent your personal information from being viewed by others.

Communication Preferences

To stop the delivery of future promotional emails from Milano Software, simply click the unsubscribe link at the bottom of email or send a quick email to marketing@milanosoftware.com requesting removal from our emailing lists.

You may also choose to only receive certain promotions. To select which promotions you would like to receive simply email marketing@milanosoftware.com and a member of our marketing department will contact you directly.

These communication or promotional choices do not apply to the mandatory service communications that are considered part of certain Milano Software's services, which you may receive periodically unless you cancel the service.

Security of Your Personal Information

Milano Software is committed to protecting the security of your personal information. A variety of security procedures and technologies are used to help protect your personal information from unauthorized use, access, or disclosure. An example of the procedures and technologies used include the computer systems with limited access used to store your personal information, and the use of encryption when processing credit card numbers, such as the Secure Socket Layer (SSL) protocol.

It is your responsibility to maintain the confidentiality of your password to help protect the accounts and personal information that require a password. Do not share your password information with anyone. You should always

be sure to log out or remove your Smart Card security card if you are sharing a computer with more than one person to help protect access to your personal information by other users.

Use of Cookies

In order to help personalize your online experience, and to enable you to sign into our services, Milano Software websites uses "cookies". Cookies are simply a small text file that is placed on your hard disk by a Web Page server. Cookies have information that can later be read by a web server in the domain that issued the cookie to you. Viruses cannot be delivered to your computer by cookies. Cookies cannot be used to run programs.

Cookies are used by Milano Software sites to store information and your preferences in order to save you time by eliminating the need to repeatedly enter the same information.

When you sign into the client section of the Milano Software site, a cookie stores your unique ID number, and the time you signed in, in an encrypted cookie on your hard disk. This cookie is what allows you to move from page to page in the client section without having to repeatedly sign in. These cookies are deleted from your computer when you sign out.

Most Web browsers will automatically accept cookies, but you have the ability to accept or decline cookies by modifying your browser setting to decline cookies if you prefer. You may not be able to sign in or use some of the Milano Software services if you choose to decline cookies.

Use of Web Beacons

Web beacons – often called single-pixel gifs – may be used by Milano Software sites to assist in delivering cookies on our sites and allow us to count users who have visited those pages and to deliver co-branded services. Our promotional emails and newsletters may also include web beacons in order to assist us in determining whether our messages have been opened and acted upon.

Web beacons from third parties may also be employed by Milano Software to help us compile comprehensive statistics, and determine success of our promotional campaigns. Web beacons on our site are prohibited from being used by third parties to collect or access your personal information.

Controlling "Spam" or Unsolicited E-mail

To help control any unsolicited emails or 'spam', Milano Software will not sell, lease or rent its email lists to third parties.

Enforcement of This Privacy Statement

If you have any questions or concerns regarding this statement please contact us at harmonize@milanosystems.com or by calling 1.800.667.1596.

Changes to This Privacy Statement

In order to reflect any changes in our services and customer feedback, Milano Software will occasionally update this privacy statement. Our "updated" date at the top of the statement will be revised each time a change is made to this Statement. Milano Software will notify you directly if there is a change in the way your personal information is being used by sending you a notice. You are encouraged to continually review our Privacy Statement in order to be informed of how Milano Software is protecting your information.

Contacting Us

If you have any questions or concerns please use one of the following options to contact us.

By Mail

Milano Software
9-40 Vogell Road
Richmond Hill, Ontario L4B 3N6

By Phone

Call toll free: 1-800-667-1596

By Email

harmonize@milanosoftware.com