

# Privacy Policy

This Privacy Notice is designed to answer your questions about the information Drake Software collects on its websites. It applies generally to the drakesoftware.com website, herein referred to as the "Website", and other related websites where this policy appears in the footer of the page.

## Types of Information We Collect

The information we collect about you falls into the following two categories:

**Personal Information**—information that tells us who you are or that provides information about you (such as your order history and preferences), and

**Technical Information**—information about your visit that is not linked to your identity

The Personal Information we collect when you use our Website may include your name, mailing address, phone number, and email address. We request Personal Information when you order a product or service, register for newsletters, participate in certain promotional activities, fill out surveys, participate in online demonstrations, register for online training, contact Drake support, engage in bank transactions and correspond with us.

When you visit our Website, we also collect technical information such as the website you visited before our Website, the pages you visit on our Website, the website you visit next, the browser you use, your computer's IP address, and any search terms entered on our Website. We use cookies (see section "Use of Cookies") and other technology to collect this data. In general, we do not connect this Technical Information with the Personal Information we collect from you.

## How We Use Information

We use all the information we collect to provide our customers with superior service and a smooth, efficient, and personalized experience when using our Website. In particular, we use information for the following types of activities:

We use Personal Information to fill product orders and service and information requests, send you order confirmations, administer your account, and send you marketing communications. For example, we use the information for delivery, payment, and customer service.

We use Technical Information, on an aggregated basis, to understand customer behavior and demographics, to help run our Website more efficiently and monitor the level of activity on our Website, and to evaluate the effectiveness of our advertising.

If you contact us, we may also save your correspondence or comments. We use this information to help us provide better service in the event you contact us again.

## **Security**

When you make a purchase on the Website, we use Secure Sockets Layer (SSL) encryption technology to safeguard your credit card information while it is being sent to us. The SSL encryption is designed to make the information unreadable by anyone but us. This security measure is working when you see either the symbol of an unbroken key or closed lock (depending on your browser) on the bottom of your browser window.

We take the protection of your data very seriously. All data collected through our Website is protected by a secure server. In addition, we use SSL to secure the transmission of data from the internet to our systems.

All data is maintained and backed-up on a regular schedule to provide adequate redundancy and ensure that the integrity of information is never jeopardized.

All of our employees are subject to strict guidelines regarding confidentiality, and internal access to your data is limited to those employees with a business reason for using such data.

All of our employees sign non-disclosure agreements to protect your data. We also take appropriate disciplinary measures whenever necessary to enforce these rules.

We make every commercially reasonable effort to be fully compliant with rules under sections 6713 and 7216 of the Internal Revenue Code.

## **Information Sharing**

In general, we disclose customer information to other companies only for the following reasons:

- to credit card processors, and other companies that perform services for us and who have agreed not to use any of our information for any other purpose,
- to assist a government investigation, verification or similar purposes, if required by law, subpoena or court order, or otherwise necessary for fraud prevention, or as needed to enforce our terms and conditions, or to a company that purchases our business or assets.

## **Third-Party Providers**

We do not sell, rent or lease your personal information to third parties.

We partner with third party companies that provide specific services such as bank products. When you sign up for services or products of a third party with which we conduct business, such as tax refund bank products, we will share your name or contact information to the extent necessary for the third party to provide such products or services. These parties are not granted

permission to use personally identifiable information for any purpose other than providing these services.

We may, from time to time, contact you on behalf of carefully selected third-party providers about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party.

### **Use of Cookies**

A "cookie" is a small text file transferred by a website to your computer's hard drive. We send cookies when you browse our Website, make purchases, respond to online surveys or polls, or request information. Accepting the cookies used on our Website does not give us access to your Personal Information, but we can use the cookies to identify your computer. The aggregate information collected permits us to analyze traffic patterns on our Website. This can enable us over time to provide you with a better experience on our Website, by improving the content and making it easier to use. For example, cookies can keep track of what you have selected to purchase as you continue to shop and allow you to enter your password only once on pages where a login is required.

Most browsers automatically accept cookies, but you can usually refuse cookies or selectively accept certain cookies, by adjusting the preferences in your browser. If you turn off cookies, there may be some features of our Website that will not be available to you and some web pages may not display properly.

### **Links to other Websites**

Our Website may contain links to other websites. Please be aware that Drake Software is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our Website and to read the privacy statements of each and every website that collects personally identifiable information. This privacy statement applies solely to the information collected by the Website of Drake Software and no other sites.

### **Children's Privacy**

Our Site is not targeted at children of any age, and we do not collect information from any children under age 13.

### **Changes to this Privacy Notice**

If there are changes to the terms of this Privacy Notice, we will post those changes here. Please be sure to check this page occasionally. If we make material changes to this Notice, such as changes in the way we use or disclose Personal Information, we will provide you with notice of

the change and a chance to choose not to have your information used or disclosed under the new policy. By using the Website, you are deemed to have accepted any changes to this Notice.

**Contact Information**

If you have any questions or concerns about Drake Software's use of your information or about this Privacy Notice, please send an email to [privacy@drakesoftware.com](mailto:privacy@drakesoftware.com).