



PerfectForms™ – Privacy Policy

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PerfectForms™ Privacy Policy

PerfectForms™ is committed to your privacy and the confidentiality of your personal information. Any personally identifiable information gathered when you are on the PerfectForms™ Web site or when you use PerfectForms™ services is solely for the purpose of delivering said services or to learn how to improve our products and services for all customers.

We do not sell or rent individuals' personal data to other companies for any purpose. We will not publicly release any personal identifiable information. Your information is 256-bit encrypted at all times during transmission.

We may update this Policy to reflect changes to our privacy practices. If you are a customer and we make any material changes that affect the way we treat information that we have previously collected from you, we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice through the services prior to the change becoming effective. We encourage you to periodically review this Privacy Policy for the latest information on our privacy practices.

What We Collect and Why

On Our Web Site

While on the PerfectForms™ Web site, we automatically receive and record information related to your origin and experience. Information such as IP address, browser type, search parameters, and on Web site behaviors is used to better understand how and why you came to us for the purpose of getting you to the best solution for your needs and to understand general system needs of our customers.

When You Register

When you register for a PerfectForms™ account we collect the minimum information needed to ensure proper authentication when you log in to your account or to assist in the recovery or resetting of your password in the event it becomes lost or forgotten. This may be as simple as a unique e-mail address.

When You Purchase

Upon purchasing services, PerfectForms™ collects additional information necessary to properly invoice and provide notifications at the end of a contracted term. Such information may include your name, title, phone number, mailing address and company.

If making a payment via credit card, your information is never stored by PerfectForms™. Information needed to process a credit card transaction is encrypted and transmitted immediately. Validation and notification occurs in real time.

When Using Support

When requesting support, information needed to provide a response is collected. We may also use this information as a means to follow up on the incident reported to ensure that it has been satisfactorily resolved or to get additional information to help in improvements to products and services.

When Using the Hosted Application

When using the hosted PerfectForms™ application, data from your session resides on your computer until you transmit. All forms, reports or data captured by forms during workflow processing is 256-bit encrypted for transmission. All of your information resides on servers in non-readable format and our servers are U.S.-based.

Surveys

From time to time PerfectForms™ may invite you to participate in surveys by PerfectForms™ or a designated third party. These surveys are optional. They may include personal information along with questions about your experience with PerfectForms™ services and specific features. They are meant to help us better understand our performance along with the needs of our customers so we can continue improving our products and services. Aggregated results of these surveys may be shared with third parties.

Your Consent

By using our Web site and services, you consent to the collection and use of the information you provide as outlined in this Privacy Policy. We may change this Privacy Policy from time to time without notice.

Disclosure of Your Personal Data and Other Information

PerfectForms™ does not sell client data to third parties. We do not knowingly collect personal data from children under the age of 16. We do not target our website, products or services towards children under the age of 16.

As our business grows, we may sell or buy businesses and other assets. In the event of a corporate merger, sale, reorganization, dissolution or another similar event, Personal Data may be part of the assets transferred.

PerfectForms™ sometimes hires other companies to perform business-related functions. Examples of those functions include, maintaining databases, processing payments, and marketing. When we employ another party to perform functions such as the ones listed, we only provide them with the information that they need to perform their specific function.

PerfectForms™ may disclose your Personal Data if required to do so by law such as to comply with a bankruptcy proceedings, subpoena, or other similar legal processes or under the belief that such action is necessary in regards to the following: (i) to comply with a legal obligation, (ii) to protect and defend the rights or property of PerfectForms™, (iii) to act in urgent circumstances to protect the personal safety of others, or (iv) to protect itself against legal liability. We may also disclose your personal information to a third party with your prior consent.

Sub-Processors

PerfectForms may make use of sub-processors to provide service to customers. A sub-processor is a third party appointed by PerfectForms in connection with PerfectForms providing service to customers. PerfectForms reviews any sub-processor to ensure their practices match our privacy and security commitments to our customers. The data for our Hosted Application customers is stored at US-based Rackspace data centers. If you have any questions or concerns regarding our sub-processors please reach out to us at: privacy@perfectforms.com

EU data protection rights (GDPR):

If you are a citizen of a European Union member country you have the data protection rights listed below.

- You can request access, correction, updates or deletion/erasure of your personal information.
- You can object to the processing of your personal information, ask us to restrict the processing of your personal information or request the portability of your personal information.
- If we have collected and process your personal information with your consent, then you can withdraw your consent at any point. Please note withdrawing your consent will not affect the lawfulness of any processing that we conducted prior to the withdrawal of consent, it will also not affect the processing of your personal information conducted on lawful grounds other than consent.
- You have the right to file a complaint to a data protection authority about our collection and use of your personal information. Please go to http://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm to locate the contact information for your local data protection authority.

To exercise any of your rights, please contact us at privacy@perfectforms.com. We will promptly respond to your request to change, correct, or delete your information within a reasonable timeframe and we will notify you of the action we have taken. **Please note that PerfectForms™ may not be the Controller of your data. If your data was collected by one of our customers using our platform you must contact them directly regarding any personal information concerns.**

Privacy Shield For EU Personal Data Transferred To The US

PerfectForms™ complies with the EU-US Privacy Shield Framework as set forth by the US Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries transferred to the United States pursuant to Privacy Shield. PerfectForms™ has certified that it adheres to the Privacy Shield Principles with respect to such data. If there is any conflict between the policies in this privacy policy and data subject rights under the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification page, please visit <https://www.privacyshield.gov/>

We acknowledge the right of citizens of the EU to request access to their personal data to correct or delete it. If you would like to submit a request for data access please contact PerfectForms at privacy@perfectforms.com.

If you wish to opt out of use of your personal data by PerfectForms please contact us at privacy@perfectforms.com. Please note that if you are a customer of one of our customers we are not the controller of your data but will be happy to direct to their PerfectForms administrator.

With respect to personal data received or transferred in accordance with the Privacy Shield Framework, PerfectForms™ is subject to the regulatory and enforcement powers of the U.S. Federal Trade Commission. In certain situations, PerfectForms™ may be required to disclose personal data in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

Pursuant to the Privacy Shield PerfectForms™ will be liable for the onward transfer of EU personal data to agent third parties unless we can prove that we were not a party to the actions giving rise to the damages.

In compliance with the Privacy Shield Principles, PerfectForms™ commits to resolve complaints about your privacy and our collection or use of your personal information transferred to the United States pursuant to Privacy Shield. European Union individuals with Privacy Shield inquiries or complaints should first contact PerfectForms™ at privacy@perfectforms.com.

PerfectForms™ has further committed to refer unresolved privacy complaints under the Privacy Shield Principles to an independent dispute resolution mechanism, the BBB EU PRIVACY SHIELD, operated by the Council of Better Business Bureaus. If you do not receive timely acknowledgment of your complaint, or if your complaint is not satisfactorily addressed, please visit www.bbb.org/EU-privacy-shield/for-eu-consumers for more information and to file a complaint. This service is provided free of charge to you.

If your Privacy Shield complaint cannot be resolved through the above channels, under certain conditions, you may invoke binding arbitration for some residual claims not resolved by other redress

mechanisms. See Privacy Shield Annex 1 at <https://www.privacyshield.gov/article?id=ANNEX-I-introduction>

Use by Our Customers

Our customers use our product to create forms and reports which they can use to collect data from their own customers, employees, prospects, and other individuals. PerfectForms™ does not control the types of information that our customers collect or how they manage that information using our service. The information collected by our clients is controlled by them and is used, disclosed and managed by them according to their own privacy policies, which are not subject to this Privacy Policy. In some cases, PerfectForms™ stores our customers' information and it is only processed by us at their direction. This information is stored on our service providers' servers, but we do not have control over its collection or management. We have no direct relationship with the individuals who provide Personal Information to our customers. Our customers control and are responsible for correcting, deleting or updating information they have collected using our product. If you are a customer of one of our customers and do not know who to contact we can connect you to your service provider's PerfectForms™ administrator.

Comments and Suggestions

You may contact us regarding this policy at privacy@perfectforms.com or contact us by mail at 2035 Corte Del Nogal Suite 165 Carlsbad, CA 92011.