

PRIVACY POLICY

Hetz Web Solutions Takes Your Privacy Very Seriously

We have set forth a comprehensive Online Privacy Policy that governs all information collected by us or submitted to our Site (www.hetzwebsolutions.com). In order to make the policy easily accessible we make it available on our homepage with every domain and at every point where Personal Information may be requested. Your actions including access, browsing or any other use of the Site(s), reveal that you have read and understood the policy, and agree to the Hetz Web Solutions Online Privacy Policy, in addition to the Terms of Conditions and applicable development program's terms or specifications, included as part of this Privacy Policy by reference. In case you don't agree to these terms and conditions at any juncture, please stop using the Website(s) or services rendered through it.

Herein "You" shall mean you, the User of the Site and "Yourself" interpreted accordingly. "We" / "Us" means Hetz Web Solutions. And "Our" interpreted accordingly. "User(s)" means the Visitor(s)/User(s) of the Site collectively and/or individually as the context allows. "Service" is defined as the development program operated by Hetz Web Solutions and the "Hetz Web Solutions Toolbar" or "Toolbar" is defined as the desktop toolbar supplied by Hetz Web Solutions.

You have the right to know that what kind of personal information we collect, how we collect, and interpret and use all or part of the information voluntarily or involuntarily submitted/revealed by you on our Web site(s). This policy also describes the choices available to you regarding our use of your personal information and how you can access and update this information.

INFORMATION WE COLLECT AND IT'S USAGE

Personal Information

When you connect us via phone or email either for service or enquiry, we need to collect personally identifiable information. We may ask you verbally or may ask you to fill the registration or any other form in electronic format. The information may include user contact information (such as First and Last name, E-mail address, Phone number, Postal address, Company name and address, etc.) This information or the contact details will be used to assess the needs that you have pertaining to home- or business-purpose technical products, including procurement, deployment, usage, and troubleshooting linked problems, if any, and respond in your interest accordingly with the available resources. In addition, personal information will be used to administer your account, send you a newsletter, send you marketing communications (at your sole discretion), improve our Web site and marketing efforts, conduct research and analysis, and display content based upon your interest.

Payment / Sensitive Information

If user demands for the service at his/her discretion and fills the requisite forms, we will collect credit card information, and other payment information necessary for the processing of the payment. Hetz Web Solutions may use a third party payment processing vendor for verifying credit cards for billing purposes. This requires us to share user name, credit card number, expiration date and billing address with the credit card processing company. However, that's done only to a limited extent to meet the objective of payment transaction. If you represent a company that wishes to become a Hetz Web Solutions affiliate or partner, we may also collect certain sensitive business details such as Tax ID number and/or Social Security Number.

Aggregate / Anonymous Information

As is true of most web sites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data. We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole. We do not link this automatically-collected data to personally identifiable information.

Credit/Debit Card details

The credit and debit card details given by you in regards to your payment are purely used only for processing purposes. We do not store this data at our end and take all steps secure your data while it is in our possession. We reserve the right of using this data like the billing address for future client concerns and render the assurance of not sharing this information with a third party.

Testimonials

We display personal testimonials and reviews of satisfied customers on our site in addition to other endorsements. With your consent we may post your testimonial along with your name. If you wish to update or delete your testimonial, you can contact us at the information below.

Refer a Friend

If you choose to use our referral service to tell a friend about our site or a specific product in our store, we will ask you for your friend's name and email address. We will automatically send your friend a one-time email inviting him or her to visit the site. Hetz Web Solutions stores this information for the sole purpose of sending this one-time email and tracking the success of our referral program. Your friend may contact us at **+(1) 301 689 3507** to request that we remove this information from our database.

COOKIES AND OTHER TRACKING TECHNOLOGIES

A cookie as you know is a text file that is temporarily stored on your system hard-disk or device so that the browser installed on your machine can connect with the desired Web server in a seamless manner. We use both session ID cookies and persistent cookies. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. We use cookies to help us to track your preferences, which is substantial for us in making the Web site more relevant or friendly and useful to your searches. You can remove persistent cookies by following directions provided in your Internet browser's "help" directory. If you reject cookies, you may still use our site, but your ability to use some areas of our site, such as the online store, will be limited.

Online Behavioral Advertising

We partner with a third party ad network to both display advertising on our Web site and to manage our advertising on other sites. Our ad network partners uses cookies and Web beacons to collect non-personally identifiable information about your activities on this and other Web sites to provide you targeted advertising based upon your interests. Web beacons are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, Web beacons are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personally identifiable information. Please note this does not opt you out of being served advertising. You will continue to receive generic ads.

Third Party Tracking

The use of tracking technologies by our service providers, technology partners or other 3rd party assets (such as social media) on the site is not covered by our privacy policy. These 3rd parties may use cookies, clear gifs, images, and scripts to help them better manage their content on our site. We do not have access or control over these technologies. We do not tie the information gathered to our Customers' or Users' personally identifiable information.

INFORMATION SHARING AND DISCLOSURE

Hetz Web Solutions is the sole owner of the information collected through the web site/phone/e-mail. We will share your personal information with third parties only in the ways that are described in this Privacy Policy. We will not sell or rent this information to other people or non-affiliated companies except to provide products or services you've requested, with your permission. Herein you will find how we share and disclose the information under different circumstances:

- We may provide your personal information to companies that provide services to help us with our business activities such as processing your payment, shipping your order, offering customer service and sending marketing communications. These companies are authorized to use your personal information only as

necessary to provide these services to us and are contractually obligated to keep your information confidential.

We may also disclose your personal information:

As required by law, such as to comply with a subpoena, or similar legal process When we believe in good faith that disclosure is necessary to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to a government request If Hetz Web Solutions is involved in a merger, acquisition, or sale of all or a portion of its assets, you will be notified via email and/or a prominent notice on our Web site of any change in ownership or uses of your personal information, as well as any choices you may have regarding your personal information

ACCESS AND CHOICE

If you're personal information changes, you may correct, update, amend, remove, or ask to have it removed by making the change on your user account settings page by emailing our Customer Support at info@hetzwebsolutions.com or by contacting us by telephone at **+(1)301 689 3507** or postal mail at the contact information listed below. If you no longer desire our service, please contact us directly. We will respond to your request within 30 days. We will retain your information for as long as your account is active or as needed to provide you services. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Opt-Out Preferences

If you wish to subscribe to our newsletter or other marketing material, we will use your name and email address to send the newsletter to you. Out of respect for your privacy, you may choose to stop receiving our newsletter or marketing emails by following the unsubscribe instructions included in the deliverables, configuring the email preferences in your account settings page or you can contact us at **+(1)301 689 3507**

IN-HOUSE PRIVACY PROTECTION AND SECURITY MEASURES

Hetz Web Solutions' measures to protect your privacy through in-house practices include:

Encrypted Web site and model code-of-conduct

We are committed to protect your privacy at all points. Apart from the above, we also give subtle importance to it in our in-house practices. We follow generally accepted standards to protect the personal information submitted to us, both during transmission and once we receive it. We facilitate you a secure Web page designed with the industries' best encryption protocols (SSL), when or wherever we need your personal

information. While ordering our plan or making payment online you can see the lock icon on the address bar or somewhere below the page. Also, we have a well-protected IT infrastructure, and our employees adhere with a model code-of-conduct to make sure your confidential or sensitive information are secure. If you have any questions about security on our Web site, you can contact us at **+(1)301 689 3507**.

Ideal verification method

Once, you are enrolled with us, we will send you a welcome mail to cross-verify password and log-on name. This is done to make sure that the services or products that we serve reach the right party address or destination. In case of any changes with your personally identifiable information, we provide you with a safe and secure way to get those amended successfully.

THIRD PARTY LINKS

Our Site includes links to other Web sites whose privacy practices may differ from those of Hetz Web Solutions. If you submit personal information to any of those sites, your information is governed by their privacy policies. We encourage you to carefully read the privacy policy of any such Web site you visit. Our Web site also includes Social Media Features, such as the Facebook “Like” button, links to our various social media pages and Widgets, such as the Share this button or interactive mini-programs. These Features may collect your IP address, which page you are visiting on our site, and may set a cookie to enable the Feature to function properly. Social Media Features and Widgets are either hosted by a third party or hosted directly on our Site. Your interactions with these Features are governed by the privacy policy of the company providing it.

CHANGES TO THE PRIVACY POLICY

We may update this privacy policy to reflect changes to our information collecting and usage practices. If we make any material changes we will notify you by email (sent to the email address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

QUESTIONS AND SUGGESTIONS

If you have questions or suggestions, send us an email at **contact@hetzwebsolutions.com** or call us at **+(1)301 689 3507** or contact us at:

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