

IEvolve Privacy Policy

General

IEvolve takes customer privacy and the confidentiality of customer business data very seriously. IEvolve recognizes that its customers' communications system and configuration are critical to their businesses, and that customers must fully trust that system and the company that provide complete and ongoing security monitoring. This policy outlines the types of information IEvolve may collect, and its commitment to keeping that information safe, secure and private.

Collection and Use of Customer Information

IEvolve provides a service which enables customers to upload and store their system configuration information and call statistics data on IEvolve servers and equipment. Customers using i-Communicate have the ability to disable the collection of call statistics data. Disabling this data collection will disable any available reporting capabilities. IEvolve does not review, edit, monitor, disseminate, or use individual customer information, data or communications in any way, except to provide technical support, conduct monitoring, investigate a suspected Terms of Use violation or as may otherwise be required by law. IEvolve may use aggregated usage statistics to assess system performance and scale. IEvolve may use aggregated, non-identifiable usage statistics to assess system performance and scale.

No Monitoring of Customer Communications

IEvolve does not monitor the content of any communication originated from or transmitted or received by its customers.

Maintenance of Optional Secure Connection to IEvolve

In order to monitor the performance of customers' systems, provide customers with technical support and provide product enhancements and upgrades, IEvolve, by default, maintains top level access to its customers' network and systems. Throughout the term of this agreement, IEvolve may implement numerous security techniques to ensure the safety of customer data and system access and to minimize the risk of network intrusion.

IEvolve Web Properties

IEvolve may collect information from visitors to the IEvolve.com web site, or any other web sites operated by IEvolve. IEvolve may collect the Internet addresses of IEvolve site visitors. IEvolve may use the information that it obtains from the IEvolve website to both improve its services, and help troubleshoot possible IEvolve website problems. IEvolve may also analyze non-identifying statistics that it collects from website visitor usage information, and provide this data to qualified third parties. Additionally, IEvolve web properties may contain content from third-party content providers, although these

content providers neither receive nor distribute IEvolve user or customer information, nor do they receive user or customer information from IEvolve.

Electronic and Physical Mailing Addresses

IEvolve requires a valid, working e-mail address from customers upon initial account setup in order to send account information details, including account username and password information. If a customer does not wish to receive any further communications from IEvolve after the installation process is complete, a customer may send a request to support@IEvolve.com. Removal from this list will significantly limit IEvolve's ability to provide customer with technical support. In addition, IEvolve may periodically communicate with customers regarding new products, product updates, and important IEvolve news and information. Customers have the option to exclude themselves from these communications. If a customer would like to cease receiving communications from IEvolve, the customer must send a request support@IEvolve.com with the subject line "UNSUBSCRIBE." IEvolve will not sell or distribute customer e-mail or physical address to any third party, other than a) a qualified provider of services to IEvolve who also subscribes to the terms of this Privacy Policy or b) with the customer's express permission, to a qualified IEvolve partner upon the customer's request.

Cookies

IEvolve sites use cookies to enhance the user's experience by allowing IEvolve to recognize a user's return visit to IEvolve's own services. Browsers are usually set to accept cookies. However, if a customer would prefer not to receive cookies, the customer may alter the configuration of its browser to refuse cookies. If a customer chooses to have its browser refuse cookies, it is possible that some areas of IEvolve's site will not function as effectively, and the customer may be unable to log into IEvolve's web-based administration tools, preventing the administration of the customer's system. Further, IEvolve may use a third party to provide statistical analysis regarding its web users and may set cookies in order to gather the information needed to perform its statistical analysis. The information collected by the third party cookies does not contain any personal information and cannot be linked back to any individual user.

Log Files

IEvolve uses and collects IP addresses to analyze trends, administer the site, and track users' movement across the site, and may provide this data to qualified third parties to help IEvolve improve the site and its service.

Links

IEvolve's web sites may contain links to other sites. Please be aware that IEvolve is not responsible for the privacy practices of such other sites. IEvolve suggests that the users of IEvolve products and services to be aware that when they leave urls under IEvolve's control that they read the privacy statements of each and every web site that collects

personally identifiable information. This privacy statement applies solely to information collected by IEvolve web properties site or the IEvolve application.

Surveys

From time-to-time IEvolve's site requests information from users via surveys. Participation in these surveys is completely voluntary and the customer therefore has a choice whether or not to disclose the information requested. Information requested may include contact information and demographic information. Survey information will be used for purposes of monitoring or improving the user experience and satisfaction level of customers or others accessing this site or the IEvolve application.

Security

IEvolve implements numerous security techniques to ensure the safety of customer data and system access. For customers accessing IEvolve's site with 4.0 versions or higher of Microsoft Internet Explorer or Netscape Navigator browsers, customer information is encrypted and authenticated, using Secure Socket Layer (SSL) technology. The SSL systems provide data security for customers and customers' users, and the authentication ensures that customers' valuable content is available only to registered users, and is not accessible to unwanted parties. Each registered user in customer's organization will be provided with a unique username and password. Each time a user logs onto a customer's specific IEvolve application, the recognized user can only be authenticated and allowed access using the correct username and password that has been assigned. A session will be issued for the limited purpose of capturing encrypted authentication data for the length of the session. Neither the username nor the password will be included in the session. Security protocols put into operation by IEvolve are determined by encrypted session IDs as well as dynamic data.

Children's Privacy Policy

IEvolve does not sell products or services for purchase by children. IEvolve does not knowingly solicit or collect customer identifiable information from children or teenagers under the age of eighteen. In addition, IEvolve will not knowingly link to any third party web site that solicits or collects customer identifiable information from minors. If a customer believes that a minor has disclosed personally identifiable information to IEvolve, the customer must immediately contact IEvolve at support@IEvolve.com so that the information can be removed.

Customer Responsibilities

IEvolve promises to be extremely careful with any information customers entrust to us with, and IEvolve expects that customers will do the same. This includes ensuring the physical and electronic security of the customer's network, as well as maintaining the privacy and confidentiality of the customer's own data, usernames and passwords.

Customer is also obligated, no less frequently than annually, to verify its contact information for those designated parties within Customer's organization who are able to make decisions about access to the IEvolve system and its components. Only those individuals identified by Customer with these rights will be permitted to make changes to levels of access and security. Customer is obligated to provide IEvolve with immediate notice once someone who has levels of access authority separates from Customer's employ so that system access is immediately denied. Absent such action by Customer, IEvolve cannot be held responsible for access to customer data by unauthorized individuals.

Additional Information

If a customer have any questions about this Statement or the practices of the IEvolve website, customer can contact IEvolve at support@IEvolve.com.