

# Lithium Hosting, llc

## PRIVACY POLICY

### 1. What information do we collect?

We collect information from you when you register on our site or place an order.

Any data we request that is not required will be specified as voluntary or optional.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number or credit card information. You may, however, visit our site anonymously.

### 2. What do we use your information for?

Any of the information we collect from you may be used in one of the following ways:

- To personalize your experience - (your information helps us to better respond to your individual needs)
- To improve customer service - (your information helps us to more effectively respond to your customer service requests and support needs)
- To process transactions - Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested by the customer.
- To send periodic emails - The email address you provide for order processing, may be used to send you information and updates pertaining to your order or request, in addition to receiving occasional company news, updates, promotions, related product or service information, etc.

### 3. How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you submit a request, place an order or access your personal information.

These security measures include: password protected directories and databases to safeguard your information, SSL (Secure Sockets Layered) technology to ensure that your information is fully encrypted and sent across the Internet securely.

We use a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) and stored using strong cryptography in our database, and is only accessible by those authorized with special rights to our systems. All staff are required to keep the information confidential.

After a transaction, your private information (credit cards, financials, etc.) will be kept on file in order to process recurring invoices.

We have taken appropriate measures to ensure that we are PCI DSS Compliant.

We do not store or receive your credit card information on our servers. Credit card billing is handled in full by our merchant provider.

#### **4. Do we use cookies?**

Yes. Cookies are small files that a site or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information.

#### **5. Do we disclose any information to outside parties?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential - we have to share your identifiable information with our credit card processor, for example.

We may release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

#### **6. California Online Privacy Protection Act Compliance**

CalOPPA is the first state law in the nation to require commercial websites and online services to post a privacy policy. The law's reach stretches well beyond California to require a person or company in the United States (and conceivably the world) that operates websites collecting personally identifiable information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals with whom it is being shared, and to comply with this policy. - See more at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

As part of the California Online Privacy Protection Act, all users of our site may make any changes to their information at anytime by logging into the Client Area.

#### **7. Children's Online Privacy Protection Act Compliance**

We are in compliance with the requirements of COPPA (Children's Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

We do not specifically market to children under 13.

#### **8. CAN-SPAM Compliance**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

We have taken the necessary steps to ensure that we are compliant with the CAN-SPAM Act of 2003 by never sending out misleading information.

We collect your email address in order to:

- Send information, respond to inquiries, and/or other requests or questions.
- Process orders and to send information and updates pertaining to orders.
- We may also send you additional information related to your product and/or service.
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred.

To be in accordance with CANSPAM we agree to the following:

- NOT use false, or misleading subjects or email addresses.
- Identify the message as an advertisement in some reasonable way.
- Include the PO BOX address of our business.
- Monitor third party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly.
- Allow users to unsubscribe by using the link at the bottom of each email and subscription preferences in the Client Area.

## 9. **Your Consent**

By using our site and services, you consent to our privacy policy.

## 10. **Changes to our Privacy Policy**

If we decide to change our privacy policy, we will post those changes on this page, send an email notifying you of any changes, and/or update the Privacy Policy modification date below. Policy changes will apply only to information collected after the date of the change.

This policy was last modified on October 7th, 2015

## 11. **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

Lithium Hosting, llc  
P.O. BOX 102  
Ankeny, Iowa 50021  
United States of America

[contact@lithiumhosting.com](mailto:contact@lithiumhosting.com)

## 12. **Privacy Policy Customer Pledge**

We pledge to you, our customer, that we have made a dedicated effort to bring our privacy policy in line with the the following important privacy laws and initiatives:

- Federal Trade Commission Fair Information Practice
- California Online Privacy Protection Act
- Children's Online Privacy Protection Act
- Privacy Alliance
- Controlling the Assault of Non-Solicited Pornography and Marketing Act