Privacy Policy

Remove Duplicate Files, LLC Online Privacy Statement

Remove Duplicate Files, LLC is committed to protecting your privacy. Please read the Remove Duplicate Files, LLC Online Privacy Statement below and also any supplemental information listed to the right for additional details about particular Remove Duplicate Files, LLC sites and services that you may use.

This Remove Duplicate Files, LLC Online Privacy Statement applies to data collected by Remove Duplicate Files, LLC through the majority of its Web sites and services, as well as its offline product support services. It does not apply to those Remove Duplicate Files, LLC sites, services and products that do not display or link to this statement or that have their own privacy statements.
Collection of Your Personal Information

In order to access some Remove Duplicate Files, LLC services, you will be asked to sign in with an e-mail address and password, which we refer to as your credentials. In most cases, these credentials will be part of the Remove Duplicate Files, LLC Authorization Network, which means you can use the same credentials to sign in to many different Remove Duplicate Files, LLC sites and services, as well as those of select Remove Duplicate Files, LLC partners. By signing in on one Remove Duplicate Files, LLC site or service, you may be automatically signed into other Remove Duplicate Files, LLC sites and services. If you access our services via a mobile phone, you may also use your telephone number and a PIN as an alternative credential to your username and password. As part of creating your credentials, you may also be requested to provide questions and secret answers, which we use to help verify your identity and assist in resetting your password, as well as an alternate email address. Some services may require added security, and in these cases, you may be asked to create an additional security key. Finally, a unique ID number will be assigned to your credentials which will be used to identify your credentials and associated information.

At some Remove Duplicate Files, LLC sites, we ask you to provide personal information, such as your e-mail address, name, home or work address or telephone number. We may also collect demographic information, such as your ZIP code, age, gender, preferences, interests and favorites. If you choose to make a purchase or sign up for a paid subscription service, we will ask for additional information, such as your credit card number and billing address, that is used to create a Remove Duplicate Files, LLC billing account.

We may collect information about your visit, including the pages you view, the links you click and other actions taken in connection with Remove Duplicate Files, LLC sites and services. We also collect certain standard information that your browser sends to every website you visit, such as your IP address, browser type and language, access times and referring Web site addresses.

When you receive newsletters or promotional e-mail from Remove Duplicate Files, LLC, we may use web beacons (described below), customized links or similar technologies to determine whether the e-mail has been opened and which links you click in order to provide you more focused e-mail communications or other information.

In order to offer you a more consistent and personalized experience in your interactions with Remove Duplicate Files, LLC, information collected through one Remove Duplicate Files, LLC service may be combined with information obtained through other Remove Duplicate Files, LLC services. We may also supplement the information we collect with information obtained from other companies. For example, we may use services from other companies that enable us to derive a general geographic area based on your IP address in order to customize certain services to your geographic area.

Use of Your Personal Information

Remove Duplicate Files, LLC collects and uses your personal information to operate and improve its sites and deliver the services or carry out the transactions you have requested. These uses may include providing you with more effective customer service; making the sites or services easier to use by eliminating the need for you to repeatedly enter the same information; performing research and analysis aimed at improving our products, services and technologies; and displaying content and advertising that are customized to your interests and preferences.

We also use your personal information to communicate with you. We may send certain mandatory service communications such as welcome letters, billing reminders, information on technical service issues, and security announcements. Some Remove Duplicate Files, LLC services, may send periodic member letters that are considered part of the service. We may also occasionally send you product surveys or promotional mailings to inform you of other products or services available from Remove Duplicate Files, LLC and its affiliates.

Personal information collected on Remove Duplicate Files, LLC sites and services may be stored and processed in the

United States or any other country in which Remove Duplicate Files, LLC or its affiliates, subsidiaries or agents maintain facilities, and by using a Remove Duplicate Files, LLC site or service, you consent to any such transfer of information outside of your country. Remove Duplicate Files, LLC abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union.

Sharing of Your Personal Information

Except as described in this statement, we will not disclose your personal information outside of Remove Duplicate Files, LLC and its controlled subsidiaries and affiliates without your consent. Some Remove Duplicate Files, LLC sites allow you to choose to share your personal information with select Remove Duplicate Files, LLC partners so that they can contact you about their products, services or offers. Other sites do not share your contact information with third parties for marketing purposes, but instead may give you a choice as to whether you wish to receive communications from Remove Duplicate Files, LLC on behalf of external business partners about a partner's particular offering (without transferring your personal information to the third party). See the Communication Preferences section below for more information.

Some Remove Duplicate Files, LLC services may be co-branded and offered in conjunction with another company. If you register for or use such services, both Remove Duplicate Files, LLC and the other company may receive information collected in conjunction with the co-branded services.

We occasionally hire other companies to provide limited services on our behalf, such as handling the processing and delivery of mailings, providing customer support, hosting websites, processing transactions, or performing statistical analysis of our services. Those companies will be permitted to obtain only the personal information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose.

We may access and/or disclose your personal information if we believe such action is necessary to: (a) comply with the law or legal process served on Remove Duplicate Files, LLC; (b) protect and defend the rights or property of Remove Duplicate Files, LLC (including the enforcement of our agreements); or (c) act in urgent circumstances to protect the personal safety of users of Remove Duplicate Files, LLC services or members of the public.
Accessing Your Personal Information

You may have the ability to view or edit your personal information online. In order to help prevent your personal information from being viewed by others, you will be required to sign in with your credentials (e-mail address and password). The appropriate method(s) for accessing your personal information will depend on which sites or services you have used.

Some Remove Duplicate Files, LLC sites or services may collect personal information that is not accessible via the links above. However, in such cases, you may be able to access that information through alternative means of access described by the service. Or you can write us by using our Web form and we will contact you within 30 days regarding your request.

Communication Preferences

You can stop the delivery of future promotional e-mail from Remove Duplicate Files, LLC sites and services by following the specific instructions in the e-mail you receive.

You may also have the option of proactively making choices about the communications you receive from particular Remove Duplicate Files, LLC sites or services by visiting and signing into appropriate pages.

These communication choices do not apply to mandatory service communications that are considered part of certain Remove Duplicate Files, LLC services, which you may receive periodically unless you cancel the service.

Security of Your Personal Information

Remove Duplicate Files, LLC is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer systems with limited access, which are located in controlled facilities. When we transmit highly confidential information (such as a credit card number or password) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

If a password is used to help protect your accounts and personal information, it is your responsibility to keep your password confidential. Do not share this information with anyone. If you are sharing a computer with anyone you should

always choose to log out before leaving a site or service to protect access to your information from subsequent users.

Collection and Use of Children's Personal Information

Many Remove Duplicate Files, LLC sites and services are intended for general audiences and do not knowingly collect any personal information from children. When a Remove Duplicate Files, LLC site does collect age information, and users identify themselves as under 13, the site will either block such users from providing personal information, or will seek to obtain consent from parents for the collection, use and sharing of their children's personal information. We will not knowingly ask children under the age of 13 to provide more information than is reasonably necessary to provide our services.

Please note that if you grant consent for your child to use Remove Duplicate Files, LLC services, this will include such general audience communication services as e-mail, instant messaging, and online groups, and your child will be able to communicate with, and disclose personal information to, other users of all ages. Parents can change or revoke the consent choices previously made, and review, edit or request the deletion of their children's personal information. If we change this privacy statement in a way that expands the collection, use or disclosure of children's personal information to which a parent has previously consented, the parent will be notified and we will be required to obtain the parent's additional consent.

We encourage you to talk with your children about communicating with strangers and disclosing personal information online. You and your child can visit our online safety resources for additional information about using the Internet safely.

Use of Cookies

Remove Duplicate Files, LLC Web sites use "cookies" to enable you to sign in to our services and to help personalize your online experience. A cookie is a small text file that is placed on your hard disk by a Web page server. Cookies contain information that can later be read by a web server in the domain that issued the cookie to you. Cookies cannot be used to run programs or deliver viruses to your computer.

Remove Duplicate Files, LLC Web sites use cookies to store your preferences and other information on your computer in order to save you time by eliminating the need to repeatedly enter the same information and to display your personalized content and appropriate advertising on your later visits to these sites.

When you sign in to a site using your credentials, the Remove Duplicate Files, LLC Authorization Network stores your unique ID number, and the time you signed in, in an encrypted cookie on your hard disk. This cookie allows you to move from page to page at the site without having to sign in again on each page. When you sign out, these cookies are deleted from your computer. The Authorization Network also uses cookies to improve the sign in experience. For example, your e-mail address may be stored in a cookie that will remain on your computer after you sign out. This cookie allows your e-mail address to be pre-populated, so that you will only need to type your password the next time you sign in. If you are using a public computer or do not otherwise want this information to be stored, you can select the appropriate radio button on the sign-in page, and this cookie will not be used.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to sign in or use other interactive features of Remove Duplicate Files, LLC sites and services that depend on cookies.

Use of Web Beacons

Remove Duplicate Files, LLC Web pages may contain electronic images known as Web beacons - sometimes called single-pixel gifs - that may be used to assist in delivering cookies on our sites and allow us to count users who have visited those pages and to deliver co-branded services. We may include Web beacons in promotional e-mail messages or our newsletters in order to determine whether messages have been opened and acted upon.

Remove Duplicate Files, LLC may also employ Web beacons from third parties in order to help us compile aggregated statistics and determine the effectiveness of our promotional campaigns. We prohibit Web beacons on our sites from being used by third parties to collect or access your personal information.

Finally, we may work with other companies that advertise on Remove Duplicate Files, LLC sites to place Web beacons on their sites in order to allow us to develop statistics on how often clicking on an advertisement on a Remove Duplicate Files, LLC site results in a purchase or other action on the advertiser's site.

Use of Third Party Ad Networks

The majority of the online banner advertisements you see on Remove Duplicate Files, LLC Web pages are displayed by Remove Duplicate Files, LLC. However, we allow other companies, called third-party ad servers or ad networks, to display advertisements on Remove Duplicate Files, LLC Web pages. Some of these ad networks may place a persistent cookie on your computer in order to recognize your computer each time they send you an online advertisement. In this way, ad networks may compile information about where you, or others who are using your computer, saw their advertisements and determine which ads are clicked on. This information allows an ad network to deliver targeted advertisements that they believe will be of most interest to you. Remove Duplicate Files, LLC does not have access to the cookies that may be placed by the third-party ad servers or ad networks.

Remove Duplicate Files, LLC maintains relationships with a number of the third-party ad networks. Those ad networks that use persistent cookies may offer you a way to opt out of ad targeting. You may find more information at the Web site of either the individual ad network or the Network Advertising Initiative.

Controlling "Spam" or Unsolicited E-mail

Remove Duplicate Files, LLC is concerned about controlling unsolicited commercial e-mail, or "spam." Remove Duplicate Files, LLC has a strict Anti-Spam Policy prohibiting the use of a Hotmail or other MSN e-mail account to send spam. Remove Duplicate Files, LLC will not sell, lease or rent its e-mail subscriber lists to third parties. While Remove Duplicate Files, LLC continues to actively review and implement new technology, such as expanded filtering features, there is no currently available technology that will totally prevent the sending and receiving of unsolicited e-mail. Using tools such as the Inbox Protector and being cautious about the sharing of your e-mail address while online will help reduce the amount of unsolicited e-mail you receive.

Changes to This Privacy Statement

We will occasionally update this privacy statement to reflect changes in our services and customer feedback. When we post changes to this Statement, we will revise the "last updated" date at the top of this statement. If there are material changes to this statement or in how Remove Duplicate Files, LLC will use your personal information, we will notify you either by prominently posting a notice of such changes prior to implementing the change or by directly sending you a notification. We encourage you to periodically review this statement to be informed of how Remove Duplicate Files, LLC is protecting your information.

Contacting Us

Remove Duplicate Files, LLC welcomes your comments regarding this privacy statement. If you have questions about this statement or believe that we have not adhered to it, please contact us by using our Web form.

Remove Duplicate Files, LLC Privacy Protection Department

Privacy Statement for the Remove Duplicate Files, LLC Error Reporting ServiceRemove Duplicate Files, LLC is committed to helping protect your privacy. This statement explains how the Remove Duplicate Files, LLC Error Reporting Service collects information and how the information can be used. This statement does not apply to other online or offline Remove Duplicate Files, LLC websites, software, or services.

Why does Remove Duplicate Files, LLC collect information about errors and problems?

The information helps Remove Duplicate Files, LLC diagnose problems in the software you use and provide solutions. Not all problems have solutions but when solutions are available, they are offered as steps for solving a problem you've reported or as updates to install. To help prevent problems and make software more reliable, some solutions are also included in service packs and future versions of the software.

How is information collected?

Many Remove Duplicate Files, LLC software programs are designed to work with the reporting service. If a problem occurs in one of these software programs, you are asked if you want to report it. You can view the details of the report before sending it, although some files might not be in a readable format.

Some software also allows you to report problems automatically instead of requesting your consent each time a problem occurs. If you use automatic reporting, you are not prompted to review the information in a report before it is sent. However, no information is collected unless you (or your system or network administrator) choose to report problems.

You can choose to stop reporting problems at any time.

Enterprise customers can use the Remove Duplicate Files, LLC Corporate Error Reporting Service to manage error reporting and data collection, and to choose the information that is sent to Remove Duplicate Files, LLC.

What types of information can be collected?

The reporting service can collect Information about problems that interrupt you while you work and about errors that occur behind the scenes. It is important to diagnose errors that occur behind the scenes because these problems, if left unsolved, may cause additional problems such as performance or program failures.

Reports contain information that is most useful for diagnosing and solving the problem that has occurred, such as:

- Where the problem happened in the software or hardware. Occasionally, empty files might be included as an initial indication of a problem.
- Type or severity of the problem, if known
- Files that help describe the problem (typically system or report-generated files about software behavior before or after the problem occurred)
- Basic software and hardware information (such as operating system version and language, device models and manufacturers, or memory and hard disk size)

Your Internet Protocol (IP) address is also collected because you are connecting to an online service (web service) to send error reports. However, your IP address is used only to generate aggregate statistics. It is not used to identify you or contact you.

Reports might unintentionally contain personal information, but this information is not used to identify you or contact you. For example, a report that contains a snapshot of memory might include your name, part of a document you were working on, or data that you recently submitted to a website. If you are concerned that a report might contain personal or confidential information, you should not send the report.

Who can use the information and how can it be used?

Remove Duplicate Files, LLC uses information about errors and problems to improve it's products, and the software and hardware designed for use with it's products. Remove Duplicate Files, LLC employees, contractors, vendors, and partners may be provided access to information collected by the reporting service. However, they may use the information only to repair or improve the products that they publish or manufacture.

For example, if an error report indicates that a third-party product is involved, Remove Duplicate Files, LLC may send that information to the vendor of the product. The vendor may provide the information to sub-vendors and partners; however, all parties must abide by the terms of this privacy statement.

To improve the products that run on Remove Duplicate Files, LLC software, Remove Duplicate Files, LLC may share aggregate information about errors and problems. Aggregate information is used for statistical analysis and does not contain specific information from individual reports, nor does it include any personal or confidential information that may have been collected from a report.

About surveys and report tracking

After you report a problem, you might be asked to complete a survey about the error experience. If you choose to provide a phone number or e-mail address in response to the survey, your error report will no longer be anonymous. Remove Duplicate Files, LLC may contact you to request additional information to help solve the problem you reported.

You might also be provided with the opportunity to track some error reports so you can check to see if a solution has been found. If you choose to track an error report, the report is associated with your e-mail address and is no longer anonymous.

Information storage, processing, and release

Information that is collected by or sent to Remove Duplicate Files, LLC may be stored and processed in the United States or any other country in which Remove Duplicate Files, LLC or its affiliates, subsidiaries, or agents maintain facilities. Remove Duplicate Files, LLC abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union. Remove Duplicate Files, LLC may disclose this information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Remove Duplicate Files, LLC or the site; (b) protect or defend the rights or property of Remove Duplicate Files, LLC and its family of websites, or (c) act in urgent

circumstances to protect the personal safety of Remove Duplicate Files, LLC employees, users of Remove Duplicate Files, LLC software or services, or members of the public.

Remove Duplicate Files, LLC occasionally hires other companies to provide limited services on its behalf, such as providing customer support, processing transactions, or performing statistical analysis of reports. Remove Duplicate Files, LLC will provide these companies only the information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose.

Security practices

Remove Duplicate Files, LLC is committed to helping protect the security of the information we collect. The Error Reporting Service uses multiple security technologies and procedures to help protect information from unauthorized access, use, or disclosure. For example, reports are sent to Remove Duplicate Files, LLC from your computer using encryption technology. The information is then stored on computer servers with controlled access.

Changes to this statement

Remove Duplicate Files, LLC may update this privacy statement. If we do, we will revise the "Last updated" information at the top of the statement. To stay informed about how we are helping protect the information collected by the Error Reporting Service, we encourage you to periodically review the privacy statement.

For more information

Remove Duplicate Files, LLC welcomes your comments regarding this privacy statement. If you believe that Remove Duplicate Files, LLC has not adhered to this statement, please contact us. We will use commercially reasonable efforts to promptly determine and remedy the problem.

26 August 2008,

Remove Duplicate Files, LLC

Legal Department.