



RenoWorks Software Inc.

Privacy Policy

Last Modified: December 8, 2009

Authors: RenoWorks CTS Team

At RenoWorks Software Inc. (RenoWorks) we recognize that privacy is important. This Privacy Policy applies to all of the products, services and websites offered by RenoWorks Software Inc.

Information we collect and how we use it

In order to provide our full range of services, we may collect the following types of information:

- ◆ Information you provide – When you sign up for Technical Support or other promotions that require registration, we ask you for personal information (such as your name, email address and phone number). The information we collect may be combined with information obtained from other RenoWorks services or third parties, in order to provide you with a better experience and to improve the quality of our services. For certain services, we may give you the opportunity to opt out of combining such information.
- ◆ User communications – When you send email or other communications to RenoWorks, we may retain those communications in order to process your inquiries, respond to your requests and improve our services.

RenoWorks only processes personal information for the purposes described in this Privacy Policy and/or the supplementary privacy notices for specific services.

Choices for personal information

When you sign up for a particular service that requires registration, we ask you to provide personal information. If we use this information in a manner different than the purpose for which it was collected, then we will ask for your consent prior to such use.

If we propose to use personal information for any purposes other than those described in this Privacy Policy and/or in the specific service privacy notices, we will offer you an effective way to opt out of the use of personal information for those other purposes. We will not collect or use sensitive information for purposes other than those described in this Privacy Policy unless we have obtained your prior consent.

You can decline to submit personal information to any of our services, in which case RenoWorks may not be able to provide those services to you.

Information sharing

RenoWorks only shares personal information with other companies or individuals outside of RenoWorks in the following limited circumstances:

- ◆ We have your consent. We require opt-in consent for the sharing of any sensitive personal information.
- ◆ We have a good faith belief that access, use, preservation or disclosure of such information is reasonably necessary to:
 - a. satisfy any applicable law, regulation, legal process or enforceable governmental request,
 - b. enforce applicable Terms of Service, including investigation of potential violations thereof,
 - c. detect, prevent, or otherwise address fraud, security or technical issues, or
 - d. protect against harm to the rights, property or safety of RenoWorks, its users or the public as required or permitted by law.

If RenoWorks becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, we will ensure the confidentiality of any personal information involved in such transactions and provide notice before personal information is transferred and becomes subject to a different privacy policy.

We may share with third parties certain pieces of aggregated, non-personal information, such as the number of users who searched for a particular term, for example, or how many users clicked on a particular advertisement. Such information does not identify you individually.

Information security

We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of data. These include internal reviews of our data collection, storage and processing practices and security measures, as well as physical security measures to guard against unauthorized access to systems where we store personal data.

We restrict access to personal information to RenoWorks employees, who need to know that information in order to operate, develop or improve our services. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.

Enforcement

RenoWorks regularly reviews its compliance with this Privacy Policy. Please feel free to direct any questions or concerns regarding this Privacy Policy or RenoWork's treatment of personal information by contacting us through this web site or by writing to us at:

*RenoWorks Software Inc.
Suite 7
2816 – 21 Street NE
Calgary, AB
T2E 6Z2*

When we receive formal written complaints at this address, it is RenoWorks's policy to contact the complaining user regarding his or her concerns. We will cooperate with the appropriate regulatory authorities, including local data protection authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between RenoWorks and an individual.

Changes to this Privacy Policy

Please note that this Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent, and we expect most such changes will be minor. Regardless, we will post any Privacy Policy changes on this page and, if the changes are significant, we will provide a more prominent notice.

If you have any additional questions or concerns about this Privacy Policy, please feel free to contact us any time through this web site or at

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