



Privacy Policy for: [www.EBSuite.com](http://www.EBSuite.com)

EBSuite's corporate headquarters are located at:  
111 Macintosh Ave.  
Fremont, CA  
94539, USA  
Tel: + 1.888.276.3270

Date: February 27, 2002  
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EBSuite and our subsidiaries ("EBSuite" or "we") respect your preferences concerning the collection and use of your personal data. Our goal is to respect your right to privacy and to control it's use.

In light of the international nature of our business, EBSuite's privacy practices are self-certified to the U.S. Department of Commerce Safe Harbor Program. For more information about Safe Harbor, go to <http://www.export.gov/safeharbor/>. While our primary data centers are in the USA, we will transfer information provided by customers to the appropriate EBSuite office, distributor, or consultant to deliver the service or information requested by the customer. In order to provide service in a timely, cost effective and efficient manner, information provided to EBSuite may be made available to authorized EBSuite personel across our global offices that require access to the information for business purposes.

To learn more about EBSuite's privacy policy, review the sections below for information pertaining to:

1. Types of Data Collection
2. Data we Collect and how we Use it

3. Customization, Preferences, and Opt-Out
4. Account Access
5. Security
6. Compliance Issues
7. Policy Update

Note: [www.EBSuite.com](http://www.EBSuite.com) is the main gateway to EBSuite Corporation on the Web, containing the general privacy policy for [www.EBSuite.com](http://www.EBSuite.com).

If you have questions or concerns regarding this statement, you should first contact [support@ebsuite.com](mailto:support@ebsuite.com). If you do not receive acknowledgment of your inquiry or your inquiry has not been satisfactorily addressed, you should then contact EBSuite at 1.888.276.3270.

#### 1. Types of Data Collection:

EBSuite collects data from users in four main ways.

- Registration screens and online forms
- In the process of online purchases (transaction records) and sales inquiries
- In e-mails sent to EBSuite from users
- Through automated means such as communications protocols and cookies

EBSuite may receive data from you as part of the communication connection itself - the standard electronic greeting between your computer, the network, and our servers. This information often consists of network routing (where you came from), equipment information (browser type), date and time. At this time our server will also query your computer to see if there are "cookies1" previously set by [EBSuite.com](http://EBSuite.com) to facilitate log in or other site navigation procedures.

Some parts of the EBSuite site use cookies to collect information about visitors' use of the Web site and to facilitate return visits. The information collected from cookies is tracked to enhance security and to improve the functionality of the Web site by avoiding duplicate data entry, facilitating navigation, and increasing the relevance of content. Cookies on the site may collect the following information: a unique

identifier, user preferences and profile information used to personalize the content that is shown, and membership information to access EBSuite's online communities. Some cookies used by EBSuite.com may remain on the user's computer after they leave the Web site, but the majority are set to expire within 30 - 365 days<sup>2</sup>. There may be some cookies on certain tools (such as evaluator) that may be of longer duration

Cookies also serve as a convenience to users by creating a more streamlined login process, keeping track of additions and preserving order information between sessions. In the future, as we enable further customization of the site, cookies will help in assuring that information provided to you will be the most relevant to your needs.

While we don't offer an opt-out on the site for cookies, browsers provide you with information and control over cookies. You can set your Web browser to alert you when a cookie is being used. You can also get information on the duration of the cookie, and to learn what server your information is being returned to. You then have the opportunity to accept or reject the cookie. Additionally, you may set your browser to refuse all cookies or accept only cookies returned to the originating servers. Users may generally disable the cookie feature on their browser without affecting their ability to use the site, except in some cases where cookies are used as an essential security feature necessary for transaction completion.

In order to provide maximum site utility, EBSuite also uses a tracking technique that uses embedded URLs to allow use of the site without cookies. Embedded URLs manifest themselves as plain text or encoded extensions to the URL that appears in the browser address or location toolbar. This technology allows limited information to follow you as you navigate the site, but is not identified to personal information and is not used beyond the session. While this increases your ability to surf the site, it does not replace the functionality or streamlining of cookies and may limit your use of many convenience features offered by the site.

To learn more about cookies and browser functionality relating to cookies please search for "cookies" in the help function of your browser.

In an effort to provide users with the most relevant Web site content and marketing materials, we may also use embedded pixel technologies to help track site usage and marketing campaign

responsiveness. On the Web site, these technologies are used on selected pages for the purposes of identifying unique user visits as opposed to aggregate hits. The site usage information collected by these technologies is associated with cookies and may provide personally identifiable information about site use by registered users of www.EBSuite.com. This information is used to evaluate site content, navigability and composition as well as page response rates. When these technologies are used in e-mails, they provide information on when the e-mail was opened. In e-mails, these technologies are used to evaluate marketing campaign relevance to the user and to update marketing lists.

## 2. The data we collect and how we use it:

EBSuite collects information from users for the following purposes:

To engage in transactions or communications. Name, address, e-mail, purchase details, and credit card/payment information may be collected and stored as part of the transaction history. The majority of the information collected under this category is business contact information. EBSuite may need to share some of this information (address, payment) with delivery services, credit card clearing houses and other similarly situated third parties that are required to accomplish the transaction.

To provide future service and support. Information collected for this purpose is both contact information and information related to products and service/support requested. This information is also used to provide service, product update, and similar notices.

As a result of users who under trial licenses and purchasers of services will be contacted to confirm they did not experience problems in the service process and will also be alerted at the end of the license period. These communications are not subject to the general opt-out of marketing notices.

To select content. Information may be collected to help create Web site content and navigation that is most relevant and user friendly. This includes information collected as a result of site navigation as well as information provided in forms.

To respond to user inquiries and requests for information. This information includes registrations for newsletters and specific requests for further information.

To provide various EBSuite communities, with relevant product alerts and updates. These updates are related to product releases, prices, terms, special offers and associated campaigns. This information is sent out as part of signing up for the relevant program or online account and is not subject to general opt-out.

To better tailor marketing to user needs. We may use information from purchases and requirements to provide you with timely and pertinent notices of product releases and service developments that address your needs and requirements. Marketing notices are subject to the general opt-out elections.

To better respond to requests for service or quotes for product purchase. EBSuite will pass contact information to the appropriate EBSuite sales person, distributor, reseller, or consultant for follow-up related to your request. EBSuite may also ask if you wish to have your contact information shared with other selected partners that offer complementary products or services related to your inquiry. If you agree, information is provided to those partners for purpose of responding to your request for service or information. Please review the privacy policy of the specific partner regarding any further interactions with them.

To provide information on educational events or relevant partner products. We occasionally co-sponsor events with partners that provide services of potential benefit to EBSuite users. We may provide information on such events and services to users that have provided information indicating interest in the subject matter or service. To help assure respect of your information, we maintain control of the information or limit the use of the information by these partners.

To power joint sales or product promotions. EBSuite and its partners may engage in joint events or provide bundled products. Such promotions will always reference the partners involved.

As a result of your use of hosted applications/services. Some EBSuite customers may enter information on their employees, vendors, or customers using various hosted services including EBSuite E-Business Suite Online that we host and for which we provide application and systems management. As a result of this hosted systems relationship, EBSuite may process some of this information, but does not control the information collection or use practices related to this information.

EBSuite merely provides the relevant hosting or application management and support services related to storage of the information. EBSuite makes no independent use of the information outside of what is needed to provide the hosting service, applications management, and support or to complete specific actions requested by the customer. For a complete statement of our privacy practices related to hosted services, please review our hosted services policy

To address performance and fix issues. On occasion, patches and other fixes to software, such as security patches addressing newly discovered vulnerabilities, are developed by EBSuite. We may communicate the availability of these patches or fixes to registered owners of software and parties who have identified themselves to us as users or developers. These communications will not contain marketing messages and will not be subject to general opt-out elections, due to the potential importance of these patches and fixes.

As a result of legal requirements. EBSuite may be required to provide personally identifiable information to comply with legally mandated reporting, disclosure or other legal process requirements.

### 3. Customization, Preferences and Opt-Out:

**Communications Choices.** EBSuite recognizes that users may not wish to be contacted about new or related products. EBSuite.com allows you to opt-out of e-mail marketing that may result from use of the site. These choices may be made as part of the marketing mailings. You may also always return to the registration profile to change your election relating to opt-out or by sending an email to our automated link [unsubscribe@EBSuite-mail.com](mailto:unsubscribe@EBSuite-mail.com). If you have any problems in using these opt-out mechanisms, please send an e-mail to [support@ebsuite.com](mailto:support@ebsuite.com), indicate opt-out in the subject line and specify what problem you have encountered in the body of the message. There are a few limited exceptions to the opt-out, but notice is provided that the service includes certain communications. These exceptions include: patch and product security update related communications, defined communications related to product download, specific communications that are part of the reason for an exchange and some limited communications related to registration for attendance at conferences.

**Third Party Opt-in Lists.** On occasion, EBSuite may use a third party opt-in list. These are lists maintained by third parties that have received permission (opt-ins) from their users to receive e-mails from

other companies, such as EBSuite. We do not have access to the names on these lists as the third party that has the direct relationship with customer maintains the list and the opt-outs, removes, and unsubscribes to those lists. We request from the list owners that we use to identify themselves as the mailers of the e-mail and provide appropriate opt-out mechanisms. While we advise users to avail themselves of the opt-out functionality provided in the particular e-mail, should users have trouble opting out, or should they wish to make us aware of any issues related to the mailing, they may contact us directly at any of the addresses provided below.

Information-Sharing Choices. EBSuite only shares information with where the customer has requested follow up which involves EBSuite partners, and as needed with third parties required to accomplish the transaction including delivery and credit card clearing services.

Please contact us at [support@ebsuite.com](mailto:support@ebsuite.com) if you believe you have mistakenly received information after opting-out or if you would like to opt-out of receiving information and have any trouble using the mechanisms provided on [www.ebsuite.com](http://www.ebsuite.com) or via an e-mail link.

#### 4. Access:

EBSuite has provided you with the ability to create an account or profile of information. We maintain the information and allow you to update it at any time. To change this information, please login as usual and follow the prompts to "update my profile." We continue to work on these methods to increase the scope of information that you may access and update. Please contact us at [support@ebsuite.com](mailto:support@ebsuite.com) should you require further assistance concerning your information or if you have trouble accessing your profile, please indicate access in the subject line and let us know what the access problem is in the body of the message. You may also obtain assistance by writing to us at  
112 Solano Street, Suite 711,  
Brisbane CA 94005,  
Attn: Chief CustomerSupport Officer.

While the majority of questions and issues related to access can be handled quickly, a few complex requests may take more research and time. In such cases, access issues will either be addressed within thirty days or you will be contacted as to the nature of the problem and appropriate next steps.

## 5. Security:

EBSuite is concerned with the security of the personally identifiable information we have collected and has in place reasonable measures to prevent unauthorized access to that information. These measures include - policies, procedures, and technical elements relating to data access controls. In addition, EBSuite uses standard security protocols and mechanisms to exchange the transmission of sensitive data such as credit card details.

## 6. Compliance Issues:

EBSuite has appointed a Chief CustomerSupport Officer, John Prenner. Should you believe your personal information has been used in a way that is not consistent with this policy or your stated preferences, or should you have further questions related to this policy, please contact him by e-mail at [jprenner@ebsuite.com](mailto:jprenner@ebsuite.com). Written inquiries may be addressed to 112 Solano Street, Suite 711, Brisbane CA 94005, United States of America, Attn: Chief CustomerSupport Officer.

## 7. Policy Updates

If we are going to use your personally identifiable information in a manner different from that stated at the time of collection we will notify you via email. You will have a choice as to whether or not we use your information in this different manner. In addition, if we make any material changes in our privacy practices that do not affect user information already stored in our database, we will post a prominent notice on this Web site notifying users of the change. In some cases where we post the notice we will also email users, who have opted to receive communications from us, notifying them of the changes in our privacy practices.

We may update this policy from time to time to describe how new site features affect our use of your information and to let you know of new control and preference features that we provide you. To subscribe or unsubscribe to changes in this policy, send an email to [privacy\\_ww@EBSuite.com](mailto:privacy_ww@EBSuite.com) you will be updated by email on changes in the privacy policy.

We appreciate your comments on EBSuite's privacy practices:  
[support@ebsuite.com](mailto:support@ebsuite.com)

## Privacy Policy for EBSuite's Hosting Services

1A cookie is a small piece of information sent by a Web server to store on a Web browser so it can later be read back from that browser.

2 If you set your browser to alert you to cookies being placed, a prompt screen requesting acceptance will describe information about the cookie, its duration, and the server it is being returned to.

3A URL is a Uniform Resource Locator, a standard way developed to specify the location of a resource available electronically. URLs make it possible to direct both people and software applications to a variety of information, available from a number of different Internet protocols.

4 Examples could include: joint seminars and sales promotions, jointly developed products and joint announcements.