



# RICHMOND MONROE

PROVIDING OUTSOURCE SERVICES SINCE 1994

## RICHMOND MONROE WEBSITE PRIVACY POLICY

**Richmond Monroe is committed to protecting your privacy and developing technology that gives you the most powerful and safe online experience. This Statement of Privacy applies to the Richmond Monroe website and governs data collection and usage.**

**By using the Richmond Monroe website, you consent to the data practices described in this statement.**

### Collection of your Personal Information

Richmond Monroe collects personally identifiable information, such as your e-mail address, name, work address or telephone number.

There is also information about your computer hardware and software that is automatically collected by Richmond Monroe. This information can include: your IP address, browser type, domain names, access times and referring Web site addresses. This information is used by Richmond Monroe for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Richmond Monroe Web site.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Richmond Monroe public message boards, this information may be collected and used by others. Note: Richmond Monroe does not read any of your private online communications.

Richmond Monroe encourages you to review the privacy statements of Websites you choose to link to and from so that you can understand how those websites collect, use and share your information. Richmond Monroe is not responsible for the privacy statements or other content on websites outside of the Richmond Monroe and Richmond Monroe Group of websites.

### Use of your Personal Information

Richmond Monroe collects and uses your personal information to operate the Richmond Monroe Web site and deliver the services you have requested. Richmond Monroe also uses your personally identifiable information to inform you of other products or services available from Richmond Monroe. Richmond Monroe will not contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered. Richmond Monroe does not sell, rent or lease its customer lists to third parties.

Richmond Monroe may, from time to time, contact you about a particular offering that may be of interest to you. Your unique personally identifiable information (e-mail, name, address, telephone number) is never given to any third party. In addition, Richmond Monroe will never share data with third parties for statistical analysis, or allow third parties to send you email or postal mail, or allow third parties to provide customer support. All third parties are prohibited from obtaining or using your personal information.

Richmond Monroe does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Richmond Monroe keeps track of the Websites and pages our customers visit within Richmond Monroe, in order to determine what Richmond Monroe services are the most popular. This data is used to deliver customized content and advertising within Richmond Monroe to customers whose behavior indicates that they are interested in a particular subject area.

Richmond Monroe Websites will disclose your personal information, without notice, only 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 Richmond Monroe or the site; (b) protect and defend the rights or property of Richmond Monroe; and, (c) act under exigent circumstances to protect the personal safety of users of Richmond Monroe, or the public.

## **Use of Cookies**

The Richmond Monroe Web site use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Richmond Monroe pages, or register with Richmond Monroe site or services, a cookie helps Richmond Monroe to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Richmond Monroe Web site, the information you previously provided can be retrieved, so you can easily use the Richmond Monroe features that you customized.

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 fully experience the interactive features of the Richmond Monroe services or Websites you visit.

## **Security of your Personal Information**

Richmond Monroe secures your personal information from unauthorized access, use or disclosure. Richmond Monroe secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information is entered, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

## **Promotional Communications**

Richmond Monroe will send promotional materials and communications by email, newsletter, updates, memorandums, print and mail. You may opt out of receiving promotional communications from Richmond Monroe by following the unsubscribe/opt-out instructions in those communications or by emailing our marketing department at sales@richmondmonroe.com. If you opt out, we may still send you non-promotional communications, such as messages about your account or our ongoing business relations.

## **Changes to this Statement**

Richmond Monroe reserves the right to change this policy at any time by posting notice of the existence of a new privacy statement. If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected. Richmond Monroe will occasionally update this Statement of Privacy to reflect company and customer feedback. Richmond Monroe encourages you to periodically review this Statement to be informed of how Richmond Monroe is protecting your information.

## **Contact Information**

Richmond Monroe welcomes your comments regarding this Statement of Privacy. If you believe that Richmond Monroe has not adhered to this Statement, please contact Richmond Monroe at (417) 447-2931. We will use all reasonable efforts to promptly determine and remedy the problem.

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