

Riptide Software Privacy Policy

Last Modified: 2018-5-15

This Privacy Policy applies to all of the services (our “Services”) offered through RiptideSoftware.com and all our related product websites (“Riptide Software,” “Riptide,” the “Site,” “we,” “our”). By using our Services and/or registering with Riptide Software, you acknowledge and accept the provisions in this Privacy Policy and grant us permission to collect, store, and use the items of personal information described herein, so long as Riptide Software makes reasonable attempts to adhere to the standards set forth more clearly below. Riptide’s family of websites includes:

We reserve the right to amend this Privacy Policy at any time and provide such amendments to you by posting a revised version on our website. The revised version will be effective at the time we post it.

If you have any questions about this Privacy Policy, please feel free to contact us through our support email: HelpDesk@RiptideSoftware.com

Information Collected

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

Information you provide. When you register for a username or use our sites in any way, we may ask you for personal information (such as your email address, phone number, name, age, gender). In order to improve the quality of our Services and to provide you with a better user experience, we may combine the information you submit with information provided by third parties.

Demographic Information. Each time you access our Services, our servers may automatically record in their server logs information that your browser sends whenever you visit a website. These server logs may include information such as your Internet Protocol or “IP” address, the date and time of your request, browser type, browser language, and one or more cookies (see description below) that may uniquely identify your browser or device. Additionally, we may collect other available demographic information, such as zip code, purchase history, and other user history. Aggregate, non-individual membership demographic information may be shared with third parties with whom we have a direct or indirect relationship who may offer products or services we believe you may be interested in.

Links. We may present links that include codes that enable us to track whether these links have been followed. This information is used to improve the quality of our advertising and customized content, as well as the organization and layout of our website.

Cookies. Assuming your browser is configured to accept them, when you visit our websites, we may send one or more cookies to your computer or other device. A cookie is a small file containing a string of characters that uniquely identifies your browser. We may also set one or more cookies in your browser when you click on ads or other links presented on our website. Cookies make it possible to store user preferences and record which portions of our website you and other users are using the most. We use cookies for the purposes of preventing fraud and improving the quality of our Service.

User communications. We may retain communications that you send to Riptide Software by email or otherwise, in order to process your inquiries, respond to your requests, and improve our Services.

Affiliated Riptide Software Services on other sites. From time to time, we may offer some of our Services on or through other websites. In the event that we do offer such services, it is possible that personal information you provide to those sites may be sent to Riptide Software to facilitate delivery of those services. We will process such information under this Privacy Policy as if the information had been submitted directly from you to Riptide Software. Any affiliated site through which our Services are offered will likely have its own privacy policy, which may be very different from ours. It is very important for you to review the privacy policies for such affiliated sites before submitting personal information to them.

Other sites. This Privacy Policy only applies to Services offered by Riptide Software as defined within this document. We are not able to exercise control over sites that are linked to from within our various Services. These other sites may collect data, set their own cookies in your browser, or ask you to provide personal information.

Use of Personal Information

Riptide Software processes personal information only for the purposes described in this Privacy Policy. In addition to the reasons set forth above, such purposes also include:

Providing our Services (which may include data analytics, displaying customized advertising and other content and other valid business operations);

Auditing, research, and analysis (to maintain, protect, and improve our Services);

Technical diagnostics (to ensure our network is functioning as expected);

Protecting the rights or property of Riptide Software or our users, or third parties;

To comply with applicable law, to cooperate with law enforcement and the court system;

Creating new Services; and

Marketing and sales of advertising or other services to third parties.

We process personal information on our servers, which are located in the United States of America and in other countries. As a result, there exists the possibility that we may process your personal information on a server that is not located in your home country. In some cases, we may process personal information at the request of third parties and according to their instructions, such as our advertising partners.

Information Communicated via the Service

On occasion the Riptide Software website may allow you to post or send messages that may be publicly visible on other websites, so that it is possible for you to communicate identifying information about yourself to others. We are not responsible for the privacy of personal identifying information that you communicate via the Service. Accordingly, you should refrain from sharing personal information via comment or other submission to the Site.

California Residents

If you are a California resident, you have the right to receive: (a) information identifying any third-party compan(y/ies) to whom you can verify we may have disclosed, within the past calendar year, personal information pertaining to you specifically for our direct marketing purposes; and (b) a description of the categories of personal information disclosed. To obtain such information you must make a request in writing providing the above required information. Your request will not be processed if it does not include your name and email address, the URL for the website you visited, and a return address. We will not honor such requests more than once per calendar year. Please submit your request to our support email: HelpDesk@RiptideSoftware.com

Privacy Principle: Choice

Use of our Services may require registering for a username. When you sign up for our Services, we may ask you to provide a variety of personal information, including but not limited to your email address.

In the event that we develop a new use for personal information that is not described in this Privacy Policy, you will be given the opportunity to opt out of such use. We will not collect or use sensitive information, such as racial or ethnic origins, sexuality, politics, religion, or medical information, for any purpose not described herein.

Use of our Service may require you to configure your browser settings to allow cookies to be stored on your computer or other browsing device. You should be aware that in some cases the Services might not function properly without cookies enabled.

Privacy Principle: Onward Transfer

Riptide Software may from time to time share personal information with individuals or other companies:

- Be aware that when you register for a username, during the sign-up process, you provide us with permission to share personal information (whether for yourself or others whose information you enter into the Riptide Software system) with trusted third parties so that they may promote their products and services and those of their affiliates and partners based on your preferences and interests. You may “opt out” of such disclosure(s) to the extent they include your personally identifiable information by submitting a message at any time to our [support email](mailto:HelpDesk@RiptideSoftware.com) indicating your intent to do so.
- For the purpose of processing personal information on our behalf, we may provide personal information to trusted persons or businesses.
- We have a good-faith belief that access, use, preservation, or disclosure of your personal information is reasonably necessary: (a) to satisfy any applicable law, regulation, legal process or enforceable governmental request; (b) to enforce applicable Terms of Service, including investigation of potential violations thereof; (c) to detect, prevent, or otherwise address fraud, security or technical issues; or (d) as required or permitted by law, to protect against harm to the rights, property or safety of Riptide Software, its users, or the public.

This Privacy Policy may be superseded by an acquiring party’s policies in the event that Riptide Software becomes involved in a merger, acquisition, or any form of sale of some or all of its assets.

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

Privacy Principle: Security

Our best efforts are used to provide appropriate security measures to protect your personal information against unauthorized access to or unauthorized alteration, disclosure, or destruction. These measures include internal reviews of our data collection, storage, and processing practices. Physical security measures are also taken to prevent unauthorized access to systems where your personal information is stored.

Your personal information is revealed to our employees, contractors, and agents on a need-to-know basis in operating, developing, or improving our Services. As a condition of their employment or association with Riptide Software, these individuals are bound by confidentiality obligations. If they fail to maintain the confidentiality of your personal information, they may be subject to discipline, including termination and criminal prosecution.

Privacy Principle: Data Integrity

Riptide Software processes personal information only for the purposes described in this Privacy Policy. We review our data collection, storage, and processing practices to ensure that we

only collect, store, and process only that personal information which is needed to provide or improve our Services or as otherwise permitted hereunder. Although we depend on our users to keep their own personal information up to date, we also perform reasonable actions to ensure that the personal information we process is accurate, complete, and current.

Privacy Principle: Access

We make good-faith efforts to provide you with access to your personal information that we have collected. We may refuse to process requests: (i) that require disproportionate technical effort; (ii) that are unreasonably repetitive or systematic; (iii) that would be extremely impractical (for instance, requests concerning information residing on backup tapes); (iv) that jeopardize the privacy of others; or (v) for which access is not otherwise required.

Privacy Principle: Enforcement

We regularly review our compliance with this Privacy Policy. If you feel there has been a specific instance where we have failed to comply with this Privacy Policy, please bring this matter to our attention by submitting a detailed description of such noncompliance to our support email: HelpDesk@RiptideSoftware.com

If you have any additional questions or concerns about this Privacy Policy, please feel free to contact us any time through our support email: HelpDesk@RiptideSoftware.com

Nothing more follows.