

webCRM Privacy Policy

June 2010

- webCRM web site

Introduction

This privacy policy provides information on how webCRM A/S ("webCRM") processes the personal data which you may leave and/or submit when you visit webCRM's websites and use the different website services. WebCRM respects online privacy and protects any data that you may share with us in an appropriate manner. WebCRM adheres to the Danish Act on Processing of Personal Data, implementing EU Directive 95/46/EC on the collection, use, storage and protection of personal data.

The above legislation provides the following principles:

Data Integrity

- Personal data must be collected for specified, explicit and legitimate purposes and further processing must not be incompatible with these purposes. Personal data which are to be processed must be adequate, relevant and not excessive in relation to the purposes for which the personal data are collected and the purposes for which they are subsequently processed.

Access

- Individuals must be able to access the personal data collected about them, and correct or delete the personal data if it is inaccurate.

Notice

- Individuals must be informed that their personal data is being collected and about how it will be used.

Choice

- Individuals may object to the processing of the personal data collected.

Transfer

- Transfers of personal data to third parties may only occur to other organizations that follow adequate data protection principles.

Security

- WebCRM has implemented appropriate technical and organizational security measures to protect data against accidental or unlawful destruction, loss or alteration and against unauthorized disclosure or abuse.

By using webCRM's websites and services and, where applicable, clicking on any "I Accept", "I Agree" or similar button, you agree to the collection, retention and use of your information in the manner described in this Privacy Policy. If you do not agree with the terms of this Privacy Policy, please do not use webCRM's websites or services.

WebCRM may update this Privacy Policy from time to time. If we make any material changes in the way we collect, use and/or share information, we will notify you by prominently posting notice of the changes on the website. We encourage you to periodically review our Privacy Policy to be sure you are familiar with the most current version. The Privacy Policy will state the date it was last amended at the top of the page.

Collection and Use of Personal Data

The personal data we collect may include your name, email address, private address, and similar identification information.

It is up to you whether you want to provide us with such personal data. We collect and process personal data for the purpose of providing services requested by you, including features, such as participation in live demos or web seminars, responding to your questions or comments and sending you brochures and other information regarding our products and activities.

In case of services requiring payment, we request credit card or other payment account information, which will be used solely for processing payments. Your financial information will not be stored by us. We make use of a reputed payment gateway service provider using SSL(secure socket layer) encrypted forms on secure servers who is beholden to treating your sensitive information in accordance with this privacy policy.

We post user testimonials on our websites. These testimonials may include names and we obtain permission from our users prior to posting these on our websites. webCRM is not responsible for the personal data users elect to post within their testimonials.

Automated information collection processes

Whenever you visit our websites, we also collect the limited information that your browser makes available whenever you visit any website. This information includes internet protocol address, browser type, browser language, referring URL, files accessed, errors generated, time zone, operating system and other visitor details collected in our log files. We use such



information to analyze the trends, administer the website, track visitor's movements and to improve our website.

We use temporary and permanent cookies to enhance your experience of our services. A cookie is a text file that allows us to store user activity information on a user's system and to retrieve information from that system. Temporary cookies will be removed from your computer each time you close your browser. By selecting 'Remember me' option in webCRM services, a permanent cookie will be stored in your computer and you will not be required to enter the complete login information each time you login from www.webcrm.com.

We may from time to time employ the use of pixel tags on the site and in emails. Pixel tags such as web beacons are 1x1 images that are embedded onto a web page to document traffic and site analytics without collecting any personal data.

We may from time to time employ the services of a third party agent to analyze statistical and aggregate data about our website content and user base. This aggregated information is not personally identifiable and is employed in improving site functionality and offerings. To this end, these third parties may employ the use of cookies and, or pixel tags in providing their services. While these third party cookies are not tied to your personal data, webCRM does not have access to these cookies nor are we responsible for them.

Links from our websites

Some pages of our websites contain external links. You are advised to verify the privacy practices of such other websites. We are not responsible for the manner of use or misuse of personal data made available by you at such other websites. We encourage you not to provide personal data, without assuring yourselves of the privacy policy of other websites.

With whom we share personal data

We will obtain your prior specific consent before we share or disclose your personal data to any person outside webCRM. We do, however, reserve the right to disclose information to our services providers –to the extent necessary for them to provide their services- as well as law enforcement where necessary for protecting the safety of our users, employees, or the general public as we deem appropriate in our sole and absolute discretion. We may also share generic aggregated demographic information not linked to any personal data regarding visitors and users with our business partners and advertisers.

Please be aware that as an internet service provider, laws in various jurisdictions in which we operate may obligate us to disclose user information and the contents of the accounts to the local law enforcement authorities under specifically defined circumstances such as when complying with a formal request in a civil suit, court order, or subpoena.

How secure is your personal data ?

We adopt industry appropriate data collection, storage and processing practices and security measures, as well as physical security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal data, username, password, transaction information and data stored in your account. Access to your name and email address is restricted to our employees who need to know such personal data in connection with our services and are bound by confidentiality obligations.

Your Choice in Information Use

You will be required to register for our services by providing personal data. If you choose not to provide your personal data, we will be unable to provide you the services.

Accessing, Updating and Removing Personal Data

You are allowed to access your personal data being processed by webCRM, however subject to certain statutory exemptions. You are also entitled to object to the collection and further processing of your personal data. In addition, you are entitled to have incorrect personal data corrected should the need arise. We respond to all enquiries within 14 days.

Enforcement of Privacy Policy

We make every effort, including periodic reviews to ensure that personal data provided by you is used in conformity with this privacy policy. If you have any concerns regarding our adherence to this policy or the manner in which personal data is used for the purpose of providing the services, kindly contact webCRM Customer Support Services via telephone or email. Detail can be found under "Contact" at webCRM.com.