

HelpCaster's Privacy Policy

HelpCaster Technologies Inc. provides an Internet connection between online organizations and their stakeholders. HelpCaster captures certain user details on behalf of these organizations for the sole purposes of identification and authorization. These details may include general user information, including User Name, Password and other basic user profile details.

These user details are retained on HelpCaster's database and made available only to the organization to which the users connect. HelpCaster does not share personal details with any other party without the end user's permission.

User profile information is stored on a secure server in a protected IBM hosted environment behind state-of-the-art network protections including firewalls and intrusion detection systems. This offers the highest degree of confidence that user information is safe from misuse.

To delete or change user information, users should contact the organization with which they maintain the relationship. The organization will then instruct HelpCaster to delete or emend the information accordingly.

HelpCaster Technologies Inc. cannot take responsibility for the use of information by contracting companies who receive these data under terms of engagement. Information Collection and Use

User identification

HelpCaster collects user details at log-in. This information is used for efficient routing according to the web site owners' business rules to facilitate efficient connection. Depending upon instructions from the web site owner, registration or log-in information may include: unique identifiers such as user name and password, contact information such as email or telephone number, demographic information such as area of residence.

Session data

HelpCaster may additionally save text, audio and video transcripts of online communications, which are made accessible to the web site owner upon demand.

Other information

The web site owner may collect other data for such purposes as online surveys, applications and orders. Such information is normally collected via a direct link via the web, email or other media, and is not retained by HelpCaster. HelpCaster does not, unless specifically disclosed to the user, collect credit card or other financial information.

Session information

HelpCaster collects session data, including browser type, platform type, duration, queue statistics, date and time stamping. These data are maintained in log files, which are reported to web site owners for administrative billing purposes. These data do not contain personal details of users.

Cookies

A cookie is a very small amount of data stored on the user's computer. HelpCaster uses session ID cookies to maintain the application during use. These data contain no personal information about the user and terminate at the end of the session. Nothing is stored on the user's computer after the session.

Third Party Advertising

HelpCaster's iQueue Media® engine may serve advertising, promotional or entertainment content during a session's wait or hold time. The content is prescribed purely on the instruction of the web site owner. The use of cookies and collection of user data through these media is beyond the control and responsibility of HelpCaster.

Third party actions

HelpCaster connects a user's computer with an owner's web site. It should be clearly understood by the user that HelpCaster has no control or responsibility for the use of information, the application of cookies, clear gifs or any other user tracking devices or the content in the web environment of a web site owner.

Legal Disclaimer

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our Web site.

Aggregate Information

HelpCaster reserves the right to share aggregated demographic information that does not contain personal details with our partners and stakeholders. This information may be cited in research materials, white papers and promotional

materials. Full assurance is given that no identifiable personal data are disclosed.

Contact option

At log-in, users may encounter an option to refuse email or other solicitation. The option is offered on behalf of the contracting organization only. HelpCaster does not initiate contact with users on its own behalf.

Encryption

HelpCaster offers its customers optionally a higher security standard to provide a secure conduit of information between users and organizations using SSL and any cipher length. While HelpCaster does not collect highly sensitive user information, such as credit card details, for storage, such information may be exchanged during a session. SSL provides the highest level of encryption for the transfer of that information.

If sensitive information is captured in session transcripts, it is stored on HelpCaster's firewall protected servers, accessed solely by authorized administrators.

Notification of Changes

Any changes to HelpCaster's privacy policy will be posted immediately these alterations go into effect. Convenient links to privacy policy are visibly located on user interface screens.

Contact Information

Users are advised to consult the privacy policies of the organizations they connect to through HelpCaster. Any questions, issues or suggestions regarding HelpCaster's privacy policy should be addressed (anti-spam-(anti-spam-(anti-spam-(anti-spam-to:))))

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