



Privacy Policy

This Privacy Policy is effective as to all users of decisionsondemand.com (the "Website"), and all cloud-based services provided by Decisions on Demand (the "Services"). The terms "Decisions on Demand," "we," and "our" refer to Decisions on Demand, Inc. The terms "you" and "your" refer to the user or viewer of the Website or user of the Services.

By using this Website or the Services, you consent to the collection and use of information as described herein. Decisions on Demand reserves the right to make changes periodically to this Privacy Policy in our sole discretion. Changes to the Privacy Policy will be posted at <http://decisionsondemand.com/download/legal/PrivacyPolicy.pdf>. Your continued use of the Website or the Services after any such changes constitutes your acceptance of the changes and of the revised Privacy Policy.

Information We Collect

In the course of using our Website or Services, you may provide us with personally identifiable information. This refers to information about you that can be used to contact or identify you, information that you input on our Website or Services and information on your use of and activities at our Website or Services that may be connected with you ("Personal Information"). We collect Personal Information from you when you provide it to us in forms and documents. For example, we may collect your name, phone number, credit card or other billing information, email address, home and business postal addresses and information regarding transactions you conduct using our Website or Services. Our servers also automatically record information that your browser sends whenever you visit a web site.

Use of Cookies and Beacons

Cookies and web beacons are small files that enable us to capture and remember certain information. We use cookies and web beacons to enable certain features of our Website and

Services, to understand and save your preferences for future visits and to compile aggregate data about user traffic and behavior so that we can offer better experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. You can configure your software so it does not accept cookies, though you may not be able to access certain portions or features of our Website or Services.

How We Use the Information We Collect

We use your Personal Information and automatically collected information (including information from cookies and web beacons) for the following purposes: (i) to deliver the services you request, (ii) to improve our Website and Services, (iii) to enable you to enjoy and easily navigate our Website and Services, (iv) to personalize your experience, (v) to provide or offer software updates and product announcements, (vi) to provide you with further information and offers from us or third parties that we believe you may find useful or interesting, including newsletters, marketing or promotional materials and other information on services and products offered by us or third parties, (vii) to monitor and analyze use of our Website and Services, (viii) to administer our Website and Services, (ix) to generate and derive useful data and information concerning the interests, characteristics and behavior of our users, and (x) to verify that visitors to our Website and Services meet the criteria required to process their requests. We reserve the right to compile and share aggregated information about our users, transactions completed using our service, sales, and traffic, though we will not share this information in a manner that permits the identification of a specific user.

Protection of Your Personal Information

We take reasonable steps to maintain the safety of your Personal Information. For example, sensitive Personal Information is transmitted via Secure Socket Layer (SSL) technology and access to our Services requires an API key. You must keep your API key confidential.

Though no service is impenetrable, our service is built on top of Amazon Web Services (AWS). Amazon maintains ISO 27001 and SAS70 Type II certification for the AWS infrastructure, and has years of experience managing and securing large-scale data centers. More details about AWS security are available at <http://aws.amazon.com/security/>. We cannot guarantee that any confidential or Personal Information you choose to include in documents you store on our systems are maintained at adequate levels of protection to meet specific needs or obligations you may have relating to that information.

Disclosure to Third Parties

We do not sell, transfer, or otherwise share your Personal Information to third parties or any data that you store using our services to any third party except as outlined in this privacy policy or with your consent. This does not include trusted third parties we partner with to assist us in operating our Website and Services, conducting and improving our business, or servicing you, in which case we may provide access to your Personal Information only for purposes of performing these tasks. Additionally, we may sell, transfer or otherwise share some or all of our assets, including your Personal Information, in connection with a corporate transaction such as a merger, acquisition, reorganization or sale of assets. In any such event, you will receive notice if your data is transferred and becomes subject to a substantially different privacy policy. We may also release your Personal Information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property or safety. Non-personally identifiable information may be provided to other parties for marketing, advertising, or other uses.

Third Party Services

We may link to, include or offer third party products or services on or through our Website and Services. If you choose to use any such third party services, we may facilitate sharing of your information and documents you choose to use with those services. Your use of those services is not governed by our Terms of Service or Privacy Policy. We do not control the services of those third parties or how they use your information and documents. Be sure to review the terms and conditions and privacy policies of those third parties before using their services.

Reviewing or Changing Personal Information

You can review or request changes to your Personal Information by contacting us at support@decisionsondemand.com.

Choice/Opt-Out

We will typically send you messages that relate to transactions you conduct on our Website and Services or that have important alerts and notices about your account or our services. You cannot opt out of these communications. Additionally, we may send you other communications such as (i) notices about your use of our services, including notices regarding violations of our terms of service, (ii) updates to our Website and services and (iii) promotional information regarding our services. You can opt out of receiving promotional emails by following the opt-out

instructions provided in those emails or by contacting us at legal@decisionsondemand.com with your specific request.