

ACD InTouch Service

You are given the option of connecting to the ACD InTouch service. This option is required to use the software application in Sponsored mode, but is optional if you use the software in Trial Mode, or if you have purchased a license for the software.

Note: If you choose not to use the InTouch Service, you will also prevent us from sending you valuable information about your product, such as notification of upgrades, add-ons, and special offers from ACD Systems.

What data is transmitted?

What about Personally Identifiable Information?

Is the information I provide secure?

What data is transmitted?

Whenever you connect to the ACD InTouch service, information is automatically transferred from your computer to an ACD InTouch server. This information is, by and large, not personally identifiable. This information consists of the following information:

- ACD product you are using (product ID, version, and license number if it is licensed software)
- information about your operating system (version, language, time zone)
- and, optionally, information about you (name, company, and e-mail)

Note: Name, company, and e-mail information is entirely optional. You can leave these fields blank and ACD InTouch service will still be provided.

In addition, if you are running our software in Sponsored Mode, statistical information about how often you viewed and clicked on the advertisements is transmitted so that we can bill our sponsors accordingly. Of course, as with all two-way Internet communications (as when using your web browser), your IP address is also implicitly transmitted. The ACD InTouch server will also perform a reverse lookup of your hostname in the DNS. All ACD InTouch servers are directly or indirectly controlled by ACD Systems.

We will also transmit information from our server and store it on your computer in the form of text messages that you can read from within the software. These messages contain information relevant to your product, such as upgrades, add-ons, and related software from ACD Systems that may also be of interest to you. In addition, when you run the software in Sponsored mode, we will store advertisements on your system for later display within the software. All such advertising content is screened by and is under the direct control of ACD Systems.

What about Personally Identifiable Information?

Again, we will *not* collect *any* personally identifiable information about you (such as your name, address, telephone number, social security number, billing and shipping information, credit card information or e-mail address) unless you provide it to us voluntarily. If you opt not to provide us with personally identifiable information, no material consequences will result, although you may be unable to participate in certain promotions that depend on this information.

Is the information I provide secure?

ACD Systems is committed to keeping secure the data you provide us and will take reasonable precautions to protect your personally identifiable information from misuse. Agents or contractors of ACD Systems who have access to your personally identifiable information in connection with providing services for ACD Systems are required to keep the information confidential and are not permitted to use this information for any other purpose than to carry out the services they are performing for ACD Systems.

