

# **Namespro.ca Privacy Policy**

(updated May 3rd, 2004)

Namespro Solutions Inc ("Namespro") operates as a domain name registrar and domain name registration service provider (the "Service"), and may now or in the future provide ancillary products, services or enhancements through our Web Site located at [www.namespro.ca](http://www.namespro.ca) ("Site"). It is important to Namespro that all persons who utilize the Site and our Service understand what information we collect and how we use it. Namespro is committed to protecting your privacy in accordance with the terms of this Privacy Policy. Questions regarding this Privacy Policy should be directed to [privacy@namespro.ca](mailto:privacy@namespro.ca). Please read on for further details.

## **INFORMATION COLLECTION AND USE**

When you use our Service, Namespro asks for customer information including first and last name, company, street address, city, province, postal code (or country and zip code for non-Canadian residents), telephone number, fax number (if available), e-mail address, username/password (if ordering) and credit card information. We also ask for similar information for the billing contact, administrative contact and technical contact for a domain name. We may use this personally identifiable information to contact you or your customers (collectively "you") about your account or other matters relating to the Service, such as to inform you about new products or services that are available through us or on our Site. We may also use this personally identifiable information to send you our newsletter or e-mail messages regarding products or services we think you might be interested in. (See below for instructions on how you can "opt out" of our newsletter or these e-mail messages.) These communications are essential to our relationship with you and to our ability to provide you with quality products and services that are responsive to your needs. At the same time, these communications, and your responses to them, give us helpful insights about you, your preferences and the ways in which we might improve our services. We therefore may maintain this information for future use.

## **USE OF COOKIES**

We do not employ the use of cookies.

## **INFORMATION PROTECTION**

The information we receive from or about you is stored on systems designed to prevent the loss, misuse, unauthorized access, disclosure, alteration or destruction of that information. We also encrypt your transmission of sensitive information to us (e.g., credit card numbers, account passwords) in the interest of heightened privacy protection and information integrity. While we use industry standard security practices, no transmission or storage on the Internet is completely secure.

## **INFORMATION DISCLOSURE**

As a registrar of record for domain names, Namespro may make certain information about you or the Registrants of domain names available to the general public via our domain name look-up and directory "WHOIS" service (e.g., name, address, telephone, e-mail and fax (if available) of the Registrant, Administrative Contact, Billing Contact and Technical Contact). Additionally, we may share the information stored on that database, as well as other information we collect or you provide, with other parties selected by us, including with the parties or in the circumstances described below:

- a) Agents or vendors who are responsible for handling your Account or performing other necessary services that you or we require.
- b) In response to formal requests (e.g., subpoena or court order) made in connection with litigation or arbitration proceedings, or as reasonably necessary to (a) cooperate with law enforcement agencies or otherwise comply with local, state or federal law, (b) enforce or apply the terms of any of our user agreements or (c) protect the rights, property or safety of Namespro, our users or others.
- c) Transfer of ownership of our business or a part of our business. If our business or a part of our business is acquired, sold or transferred to another business, customer information may be a part of that acquisition, sale or transfer.

## **OPTING OUT**

If you wish to be removed from our e-mail subscription list, you may do so by signing in to your account and select the option 'NO' under newsletter option on the account settings page. If you may not opt out from having you or your customers' personal information displayed in our "WHOIS" database for domain name registrations. Furthermore, some information is not completely removed from our databases because our systems are periodically backed-up.

## **INFORMATION UPDATE**

You may update account or contact information at any time through your Namespro account. If you have any questions about correcting or updating your information or are having difficulties doing so, please contact us through our online support at <http://www.namespro.ca/support.asp>.

## **YOUR CONSENT**

By signing up to provide registration services through Namespro, you consent to the collection and use of information by Namespro in accordance with our most recently posted Privacy Policy. If we decide to change our Privacy Policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it and under what circumstances we disclose it. You are responsible for periodically checking our web site for changes to this Privacy Policy. If you wish to opt-out of any posted change to

our disclosure of your personally identifiable information, you may send us an e-mail at [privacy@namespro.com](mailto:privacy@namespro.com).