

FormFire Privacy Statement

FormFire Security and Privacy Promise For The Individual.

At FormFire, we place the highest importance on respecting and protecting the privacy of our customers. Our most important asset is our relationship with you. We want you to feel comfortable and confident when using our Web site. Therefore, we would like to share with you the following principles that govern our information practices and other privacy aspects of our Web site. This Security and Privacy Promise applies to Formfire.com. Throughout this policy, we refer to information that personally identifies you as: "personal information."

We protect your information

We work to protect your personal information from loss, misuse or unauthorized alteration by using industry-recognized security safeguards. We use both internal and external resources to review our security procedures. Our employees are trained and required to safeguard your information.

We tell you how we use your information

When we ask you for information, we will tell you, — or it will be clear — what we need to know to fulfill your request together with how the information you provide to us will be used. For example, if you request a service from us, we will ask you for your name and contact information such as, mailing address, phone number, and e-mail address. We do not make your information available to anyone, including anyone at FormFire, for any marketing, or non-related purposes.

We do not sell or rent your personal information to anyone.

We tell you how we use Web technology

Like many Web sites, we use technology, such as cookies, that allow us to make your visit to our Web site easier by recognizing you when you return and help to provide you with a customized experience.

You can contact us

If you have privacy-related questions that are not addressed here, please contact or write us at:

FormFire, LLC
815 Superior Ave, Ste 616
Cleveland, Ohio 44114. USA.
Email: support@formfire.com
Phone: (216) 357-7400

If we make material changes to any of our privacy policies or practices regarding personal information we will update our statement and post a notice on our website 30 days before they take effect. Last Updated: 12/01/05

More about how we protect your information

We protect the confidentiality and security of your personal information by using industry-recognized security safeguards such as firewalls, coupled with carefully developed security procedures and Internet security providers to protect your information from loss, misuse or unauthorized alteration. Our

employees are trained and required to safeguard your information and, using physical, electronic and procedural safeguards, we restrict access to personal information to those employees and agents for business purposes only. Additionally, we use internal and external resources to review the adequacy of our security procedures.

Although they may be difficult to identify, you may receive hoax e-mails (e.g.: "information" e-mails) that look authentic and appear to have been sent by a company you recognize. These e-mails ask you to provide or confirm your sensitive personal information by clicking on links. To entice you, they often claim an urgent or threatening condition concerning your account, or offer you a prize.

You should not reply or click on any links in the e-mail or provide any personal information without first verifying that the source of the e-mail is legitimate through some other existing communications channel that you already know.

FormFire does not solicit sensitive customer information via e-mail. If you do receive an e-mail message that appears to come from FormFire that requests such information, please forward it immediately to security@FormFire.com so that we can respond quickly to mitigate potential damage.

More about Web technologies

When we track activity on this or other FormFire web sites, we collect information such as your IP address, browser type and version, and pages you view. We also keep track of how you get to our sites and any links you click on to leave our sites. We do not track URLs that you type into your browser, nor do we track your use of the Internet once you leave our sites. We use your Web site activity to assist you by reducing the need to re-enter your data and to help us resolve technical support issues.

More about our relationships with third parties

Sometimes, we enter into contracts with third parties who assist us in servicing you. The contracts outline the appropriate use and handling of your information and prohibit third parties from using any of your personal information for purposes unrelated to the service for which they've been contracted. Vendors are required to maintain the confidentiality of the information we provide to them. We may disclose or report personal information in limited circumstances where we believe in good faith that disclosure is required under the law. For example, we may be required to disclose personal information to cooperate with regulators or law enforcement authorities, to comply with a legal process such as a court order, subpoena, search warrant, or a law enforcement request.

Should we sell, merge or transfer any part of our business, part of the sale may include the transfer of your personal information. If so, you will have the opportunity to ask not to receive promotional information following any change of control.

Other Areas

Data Transfer: We use industry recognized security safeguards during the transmission of this data

Electronic Archiving of Information: All relevant information will be stored in both data form and PDF form for a minimum of 1 calendar year. It is held in accordance with applicable laws in order to provide the medical application form filing services that have been requested. We do not use the content of your data or PDF files for any other purpose.

Customer Service and Technical Support: During the Customer Service and Technical Support Process,

we can request certain contact information including your name, address, phone numbers and e-mail address. We use this personal information to contact you to answer your question or resolve your issue. We do not use this information for marketing purposes.

Internet Chat: We offer various Internet Chat services, for example, to contact a FormFire support representative or advisor. Our Internet Chat sessions are encrypted. A transcript of the session is generated and retained, and may be used to resolve your current and potential future questions.

Feedback Center: When using our Web site, you can ask us questions and share comments or suggestions with us. Your personal information will only be used in the event we need to respond to your question or comment. If you elect to participate, we may send you information about upcoming FormFire forums and related activities.