



Privacy Policy

Protecting our visitors' and customers' privacy is very important to us. In this policy root S.A. (further referred to as "the provider") describes how information is collected, stored and used.

Collected Information

The following personal information may be collected, stored and used:

- ▶ information submitted by the customer during the ordering process, such as name, e-mail address, postal address, phone number, company name and VAT number.
- ▶ information provided to the provider during a registration or subscription process, for example when subscribing a newsletter.
- ▶ information about the visitor's computer and his visit to the provider's websites, like browser type and version, access date and time and the URL referring to the provider's websites.

Usage of Information

Any information collected by the provider may be used in one of the following ways:

- ▶ to process the customer's order and enable the customer to use the service.
- ▶ to improve the browsing experience on the provider's websites.
- ▶ to improve the provider's customer service.
- ▶ to send information to the customer which is related to his service subscription.
- ▶ to send periodic information to the customer about the provider and its products.
- ▶ to identify technical problems.
- ▶ to deal with complaints made by or against the customer.

All financial transactions are handled by the provider's payment service providers. The customer can review their privacy policies on their websites.

Protection of Information

The provider implements reasonable technical and organizational precautions to maintain the safety of the customer's and visitor's personal information. All information collected will be stored on secured servers where only authorized staff members have access to. The provider does not store any credit card information on its servers.

All supplied sensitive information is transmitted via Secure Socket Layer technology.

The customer assumes responsibility to keep his password and user details confidential.

Usage of Cookies

Cookies store information transmitted between the web server and the browser in order for the web server to be able to identify and track the web browser.

The provider's websites may use session and persistent cookies. Session cookies are deleted when the web browser is closed or the session has expired. Session cookies are used for example when the customer logs into a control panel or when the customer places an order. Persistent cookies however, allow to recognize



returning visitors and last longer than the actual browsing session. The visitor/customer can choose himself if he wants to allow persistent cookies or not on the provider's websites. He may also disable cookies completely in his web browser. However, this may have a negative effect on the usability of the websites.

Information Disclosure

The provider does not sell, trade or otherwise transfer to outside parties the customer's personally identifiable information. This does not include trusted third parties who assist the provider in operating its website, conducting its business, or servicing the customer as long as those parties agree to keep this information confidential. The provider may also release the customer's personal information when it is necessary to comply with the law, enforce the provider's site policies or protect its or others rights, property or safety.

Visitor's Consent

By using the provider's websites, the visitor agrees with the provider's privacy policy.

Customer Rights

The customer may ask the provider to disclose to him any personal information the provider holds about the customer. This will require an upfront payment of administrative charges (currently fixed at 20 €) and the supply of proof of the customer's identity.

The provider may withhold such personal information to the extent permitted by law.

The customer may also instruct the provider in written form not to use his personal information for marketing activities by e-mail.

Information Update

The customer is required to inform the provider about every change of his personal information during the extend of the business relationship.

Third Party Websites

The provider's websites contain links to other websites. These websites have their own privacy policies.

Policy Amendment

The provider may update its privacy policy by posting a new version to its website.

Contacting the Provider

If there are any questions regarding this privacy policy you may contact the provider using the information below:

root S.A.
35, rue John F. Kennedy
7327 Steinsel
Luxembourg
info@root.lu

This policy was last modified on 8th of October 2010