

SLA Management Privacy Policy

Last Updated August 2016

This SLA Management Privacy Policy applies to data collected by SLA Management or its affiliates through the majority of its Web sites and services, as well as its offline product support services. It does not apply to those SLA Management sites, services and products that do not display or link to this statement or that have their own privacy statements. Some products and services mentioned in this statement may not be available in all markets at this time.

COLLECTION OF YOUR PERSONAL INFORMATION

At some SLA Management sites, we ask you to provide personal information, such as your e-mail address, name, home or work address, or telephone number. We may also collect demographic information, such as your ZIP code, age, gender, preferences, interests and favorites. If you choose to make a deposit or sign up for a paid service, we will ask for additional information, such as your credit card number and billing address, which is used to create an SLA Management billing account.

In order to access some SLA Management services, you will be asked to sign in with an e-mail address and password, which we refer to as your user credentials. As part of creating your credentials, you may also be requested to provide questions and secret answers, which we use to help verify your identity and assist in resetting your password, as well as an alternate e-mail address. Finally, a unique ID number will be assigned to your credentials which will be used to identify your credentials and associated information.

We may automatically collect information about your interaction with SLA Management sites and services. We may use standard web site analytics tools on our site to retrieve information from your browser to optimize the site for your viewing, or so we can improve our services. Some such information retrieved may include the site you came from, the search engine(s) and the keywords you used to find our site, the pages you view within our site, your browser add-ons, and your browser's width and height. We may also use technologies to collect information about the pages you view, the links you click and other actions you take on our sites and services. Additionally, we collect certain standard information that your browser sends to every website you visit, such as your IP address, browser type and language, access times and referring Web site addresses. However, we do not collect any identifying information, and information is only collected while you are viewing or interacting with the SLA Lunch Web Site.

In order to offer you a more consistent and personalized experience in your interactions with SLA Management, information collected through one SLA Management service may be combined with information obtained through other SLA Management services. We may also supplement the information we collect with information obtained from other companies. For example, we may use services from other companies that enable us to derive a general geographic area based on your IP address in order to customize certain services to your geographic area.

USE OF YOUR PERSONAL INFORMATION

SLA Management collects and uses your personal information to operate and improve its sites and services. These uses may include providing you with more effective customer service; making the sites or services easier to use by eliminating the need for you to repeatedly enter the same information; and performing research and analysis aimed at improving our products, services and technologies.

We also use your personal information to communicate with you. We may send certain mandatory service communications such as welcome letters, billing reminders, information on technical service issues, and security announcements. Some SLA Management services may send periodic member letters that are considered part of the service. Additionally, with your permission, we may send you information about other SLA Management products and services, and/or share your personal information with SLA Management partners so they may send you information about their products and services.

Personal information collected on SLA Management sites and services may be stored and processed in the United States or any other country in which SLA Management or its affiliates, subsidiaries or service providers maintain facilities. SLA Management abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union, the European Economic Area, and Switzerland.

SHARING OF YOUR PERSONAL INFORMATION

Except as described in this statement, we will not disclose your personal information outside of SLA Management and its controlled subsidiaries and affiliates without your consent. Some SLA Management sites allow you to choose to share your personal information with select SLA Management partners so that they can contact you about their products, services or offers. Other sites do not share your contact information with third parties for marketing purposes, but instead may give you a choice as to whether you wish to receive communications from SLA Management on behalf of external business partners about a partner's particular offering (without transferring your personal information to the third party). See the Communication Preferences section below for more information.

Some SLA Management services may be co-branded and offered in conjunction with another company. If you register for or use such services, both SLA Management and the other company may receive information collected in conjunction with the co-branded services.

We occasionally hire other companies to provide limited services on our behalf, such as handling the processing and delivery of mailings, providing customer support, hosting websites, processing transactions, or performing statistical analysis of our services. Those service providers will be permitted to obtain only the personal information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using it for any other purpose. However, for credit card processing, our fraud detection vendors may use aggregate data to help improve their service. This helps them more accurately detect fraudulent uses of credit cards. We may access or disclose information about you, including the content of your communications, in order to: (a) comply with the law or respond to lawful requests or legal process; (b) protect the rights or property of SLA Management or our customers, including the enforcement of our agreements or policies governing your use of the services; or (c) act on a good faith belief that such access or disclosure is necessary to protect the personal safety of SLA Management employees, customers or the public. We may also disclose personal information as part of a corporate transaction such as a merger or sale of assets.

ACCESSING YOUR PERSONAL INFORMATION

You may have the ability to view or edit your personal information online. In order to help prevent your personal information from being viewed by others, you will be required to sign in with your credentials (e-mail address and password).

Some SLA Management sites or services may collect personal information that is not accessible via the links above. However, in such cases, you may be able to access that information through alternative means of access described by the service. Or you can write us by emailing online@slamgmt.com, and we will contact you within 30 days regarding your request.

COMMUNICATION PREFERENCES

You can stop the delivery of future e-mail from SLA Management sites and services by following the specific instructions in the e-mail you receive.

You may also have the option of proactively making choices about the receipt of e-mail, telephone calls, and postal mail from particular SLA Management sites or services by visiting and signing into the respective web site

These choices do not apply to the display of online advertising. Nor do they apply to the receipt of mandatory service communications that are considered part of certain SLA Management services, which you may receive periodically unless you cancel the service.

SECURITY OF YOUR PERSONAL INFORMATION

SLA Management is committed to protecting the security of your personal information and information collected for advertising purposes. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer systems with limited access, which are located in remote facilities. When we transmit highly confidential information (such as a credit card number or password) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

If a password is used to help protect your accounts and personal information, it is your responsibility to keep your password confidential. Do not share this information with anyone. If you are sharing a computer with anyone you should always log out before leaving a site or service to protect access to your information from subsequent users.

COLLECTION AND USE OF CHILDREN'S PERSONAL INFORMATION

SLA Managements sites and services may be intended for general audiences and do not knowingly collect any personal information from children. We will not knowingly ask children under the age of 13 to provide more information than is reasonably necessary to provide our services.

If we change this privacy statement in a way that expands the collection, use or disclosure of children's personal information, the parent will be notified.

CONTROLLING UNSOLICITED E-MAIL ("SPAM")

SLA Management is concerned about controlling unsolicited commercial e-mail, or "spam." SLA Management has a strict Anti-Spam Policy prohibiting the use of an SLA Management-provided e-mail account to send spam. SLA Management will not sell, lease or rent its e-mail subscriber lists to third parties. While SLA Management continues to actively review and implement new technology, such as expanded filtering features, there is no currently available technology that will totally prevent the sending and receiving of unsolicited e-mail. Using junk e-mail tools and being cautious about the sharing of your e-mail address while online will help reduce the amount of unsolicited e-mail you receive.

ENFORCEMENT OF THIS PRIVACY STATEMENT

If you have questions regarding this statement, you should contact us by emailing online@slamgmt.com.

CHANGES TO THIS PRIVACY STATEMENT

We will occasionally update this privacy statement to reflect changes in our services and customer feedback. When we post changes to this Statement, we will revise the "last updated" date at the top of this statement. If there are material changes to this statement or in how SLA Management will use your personal information, we will notify you either by prominently posting a notice of such changes prior to implementing the change or by directly sending you a notification. We encourage you to periodically review this statement to be informed of how SLA Management is protecting your information.

CONTACTING US

SLA Management welcomes your comments regarding this privacy statement. If you have questions about this statement or believe that we have not adhered to it, please contact us by emailing online@slamgmt.com.

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