

# FACTS

## TROXLER PRIVACY POLICY

### What?

Troxler may gather the following types of information:

**Information you provide** – When you purchase a Troxler product or service, we ask you for personal information about you and the company for which you work, including first and last name; home or business physical address; email addresses; telephone and fax numbers; and information necessary to process sales, including credit card information. We may combine the information you submit under your account with information from other Troxler services or third parties in order to provide you with a better experience and to improve the quality of our services.

**Cookies** – When you visit any of Troxler's websites, we send one or more cookies to your computer or other device. We use cookies to improve the quality of our service, including for storing user preferences and tracking website trends, such as how people search for Troxler products and services.

**Log information** – When you access the Troxler website via an Internet browser, application, or mobile device, our servers automatically record certain information. These server logs may include information such as your web request, your interaction with a service, Internet Protocol address, browser type, browser language, the date and time of your request and one or more cookies that may uniquely identify your browser or your account.

**User communications** – When you send email or other communications to Troxler, we may retain those communications in order to process your inquiries, respond to your requests, and improve our services. We may use your email address to communicate with you about our services.

**Troxler services on other sites** – We offer some of our services on or through other websites, such as online training. The personal information that you provide to those sites may be sent to Troxler in order to deliver the service. We process such information under this Privacy Policy.

### How?

Troxler gathers the above information in the following ways:

- Requests for quote and/or product information are used only to respond to quote and/or product information requests.
- Shipping form information is used for shipping products.
- Order form information is used for ordering products or services.
- Training class information is used for training class sign up and administration.
- Information from our ecommerce site is used to complete those orders.
- Information gathered over the phone is used to execute requests made over the phone.

Even when you are no longer our customer, we may continue to use your information in these ways.

### Why?

We may use the information we collect in the following ways:

- For everyday business purposes, such as to process your transactions, maintain your account, and respond to requests.
- For marketing purposes, and to communicate to you company, product, or service information, updates, or requests.
- To provide, maintain, protect, and improve our services (including advertising services) and develop new services. This includes soliciting feedback about our products and services.

If we use this information in a manner different from the purpose for which it was collected, we will ask for your consent prior to such use.

### Opting Out

Most Internet browsers are initially set up to accept cookies, but you can reset your browser to refuse all cookies or to indicate when a cookie is being sent. However, some features and services may not function properly if your cookies are disabled.

If you do not wish to be contacted by Troxler for marketing or feedback purposes, please call us at 1-877-TROXLER or +1 (919) 549-8661.

<b>Information Sharing</b>	<p>Troxler will not trade, sell, rent or otherwise provide any information gathered to any third party except in the following limited circumstances:</p> <ul style="list-style-type: none"> <li>• We provide such information to our subsidiaries or other trusted businesses or persons for processing personal information on our behalf. We require that these parties agree to process such information based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.</li> <li>• We may provide reasonably necessary information to satisfy any applicable law or regulation; to enforce applicable Terms of Service, including investigation of potential violations thereof; detect, prevent, or otherwise address fraud, security or technical issues; or to protect against harm to the rights, property, or safety of Troxler, its users, or the public as required or permitted by law.</li> </ul> <p>If Troxler becomes involved in a merger, acquisition, or any form of sale of some or all of its assets, we will ensure the confidentiality of any personal information involved in such transactions and provide notice before personal information is transferred and becomes subject to a different privacy policy.</p>
<b>Information Security</b>	<p>We take appropriate security measures to protect against unauthorized access to or unauthorized alteration, disclosure, or destruction of data. These include including appropriate encryption and physical security measures to guard against unauthorized access to systems where we store personal data. Troxler also uses VeriSign for credit card payment on its ecommerce website, meaning your information is encrypted while traveling to our servers.</p> <p>We restrict access to personal information to Troxler employees who need to know that information in order to process it. These individuals are bound by confidentiality obligations and may be subject to discipline, including termination and criminal prosecution, if they fail to meet these obligations.</p>
<b>Policy Coverage</b>	<p>This Privacy Policy applies to Troxler products and services only. We do not exercise control over the sites that include Troxler products or services. These other sites may place their own cookies or other files on your computer, collect data or solicit personal information from you.</p>
<b>Changes to this Policy</b>	<p>This Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any Privacy Policy changes on our website and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of Privacy Policy changes).</p> <p>This policy is effective July 15, 2011.</p>
<b>Enforcement</b>	<p>Troxler regularly reviews its compliance with this policy. When we receive formal written complaints, it is Troxler's policy to contact the complaining user regarding his or her concerns. We will cooperate with any regulatory authorities, to resolve any complaints regarding the transfer of personal data that cannot be resolved between Troxler and an individual.</p>
<b>Other Information</b>	<p>Troxler processes personal information on our servers in the United States of America and in other countries. In some cases, we process personal information outside your own country.</p>
<b>Questions?</b>	<p>Call us at +1 (919) 549-8661. You can also submit feedback on our website or write to us at:</p> <p>Marketing Manager  Troxler Electronic Laboratories  PO Box 12057  Research Triangle Park, NC 27709</p>