

# TaxProAlliance Privacy Policy

TaxPro Alliance is committed to establishing trusting relationships with our visitors and customers based on respect for personal identity and information by promoting the use of fair information practices.

These reviews include:

Personally identifiable information collected by TaxPro Alliance.

Personally identifiable information collected by third parties through the Website.

The organization collecting the information.

Use of the information by TaxPro Alliance.

Sharing of user information by TaxPro Alliance.

The choices available to users regarding collection, use and distribution of the information.

Types of security procedures are in place to protect the loss, misuse or alteration of information under TaxPro Alliance control.

Procedures that enable users to correct any inaccuracies in the information.

If you have questions or concerns regarding this statement, you should contact:

TaxPro Alliance  
Attention: Privacy  
P.O. Box 6667  
Greenville, SC 29607

This privacy policy covers only information that is collected through this Website or websites and software owned by TaxPro Alliance, and does not cover any information that may be collected through any other website or software not owned by TaxPro Alliance.

## **Information Collection and Use**

### **Information Collection**

TaxPro Alliance is the sole owner of the information collected on TaxPro Alliance.com. TaxPro Alliance collects information from our users at several different points on our Web site.

### **Download**

We request information from the user on our download form. A user must provide contact information (such as name, email, and shipping address). This information is used for follow-up of a customer's download.

### **Information Use**

The information collected on our site is solely for the use of TaxPro Alliance will use this information for the purpose of follow-up contact to users that have downloaded software from our web site. Additionally, TaxPro Alliance may use this information to market new products and services to users.

### **Log Files**

Like most standard Web site servers we use log files. This includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, platform type, date/time stamp, and number of clicks to analyze trends, administer the site, track user's movement in the aggregate, and gather broad demographic information for aggregate use. IP addresses, etc. are not linked to personally identifiable information.

### **Communications from the Site**

#### **Service Announcements**

On rare occasions it is necessary to send out a strictly service related announcement. For instance, if our service is temporarily suspended for maintenance we might send users an email. Generally, users may not opt-out of these communications, though they can deactivate their account. However, these communications are not promotional in nature. [Users may opt-out of these communications. Please see our Choice and Opt-out section.]

#### **Customer Service**

We communicate with users on a regular basis to provide requested services and in regards to issues relating to their account we reply via email or phone.

#### **Sharing**

#### **Legal Disclaimer**

Though we make every effort to preserve user privacy, we may need to disclose personal information when required by law wherein we have a good-faith belief that such action is necessary to comply with a current judicial proceeding, a court order or legal process served on our Web site.

#### **Aggregate Information (non-personally identifiable)**

We share aggregated demographic information with our partners and advertisers. The type of information we collect is regional demographic information. This is not linked to any personally identifiable information.

These are the instances in which we will share users' personal information:

#### **Third Party Intermediaries**

We use an outside shipping company to ship orders, and a credit card processing company to bill users for goods and services. These companies do not retain share, store or use personally identifiable information for any secondary purposes.

#### **Service Providers**

We partner with other third party Banks to provide specific services upon request. When users enroll in these particular services, we share names, or other contact information needed to establish an account which is

necessary for the third party to provide these services. These third parties are not allowed to use personally identifiable information except for the purpose of providing these services.

#### **Business Transitions**

In the event TaxPro Alliance goes through a business transition, such as a merger, being acquired by another company, or selling a portion of its assets, users' personal information will, in most instances, be part of the assets transferred. Users will be notified via mail 30 days prior to a change of ownership or control of their personal information. If as a result of the business transition, the users' personally identifiable information will be used in a manner different from that stated at the time of collection they will be given choice consistent with our notification of changes section.

#### **Choice/Opt-out**

Users who no longer wish to receive our promotional communications may opt-out of receiving these communications by calling or writing to us directly at (855) 441-1529

TaxPro Alliance 1557 Laurens Rd, Greenville, SC 29607.

Users of our site are always notified when their information is being collected by any outside parties. We do this so our users can make an informed choice as to whether or not they should proceed with services that require an outside party.

#### **Links**

This Web site contains links to other sites. Please be aware that we, TaxPro Alliance is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information. This privacy statement applies solely to information collected by this Web site.

#### **Surveys**

From time-to-time our site requests information from users via surveys. Participation in these surveys is completely voluntary and the user therefore has a choice whether or not to disclose this information. The requested information typically includes contact information (such as name and shipping address), and demographic information (such as zip code). Anonymous Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site. Users' personally identifiable information is not shared with third parties unless we give prior notice and choice. Though we may use an intermediary to conduct these surveys, they may not use users' personally identifiable information for any secondary purposes.

#### **Security**

This Web site takes every precaution to protect our users' information. When users submit sensitive information via the Web site, their information is protected both online and off-line.

When our registration/order form asks users to enter sensitive information, that information is encrypted and is protected with the best encryption software in the industry - SSL. While on a secure page, such as our order form,

the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer becomes locked, as opposed to un-locked, or open, when users are just 'surfing'.

While we use SSL encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. Our employees must use password-protected computers. Furthermore, ALL employees are kept up-to-date on our security and privacy practices. Every quarter, as well as any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our users' information is protected. Finally, the servers that store personally identifiable information are in a secure environment, behind a locked door in a locked facility.

If users have any questions about the security at our Web site, users can send an email to

[support@TaxPro Alliance.com](mailto:support@TaxProAlliance.com).

#### **Correcting/Updating/Deleting/Deactivating Personal Information**

If a user's personally identifiable information changes (such as zip code, phone, email or postal address), or if a user no longer desires our service, we provide a way to correct, update or delete/deactivate users' personally identifiable information. This can usually be done by calling (855) 441-1529. Or, contact us by postal mail

TaxPro Alliance, 1557 Laurens Rd. Greenville, SC 29607.

#### **Notification of Changes**

If we decide to change our privacy policy, we will post those changes to this privacy statement, the homepage, and other places we deem appropriate so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. We will use information in accordance with the privacy policy under which the information was collected.

If, however, we are going to use users' personally identifiable information in a manner different from that stated at the time of collection we will notify users via email. Users will have a choice as to whether or not we use their information in this different manner. However, if users have opted out of all communication with the site, or deleted/deactivated their account, then they will not be contacted, nor will their personal information be used in this new manner. In addition, if we make any material changes in our privacy practices that do not affect user information already stored in our database, we will post a prominent notice on our Web site notifying users of the change. In some cases where we post a notice we will also email users, who have opted to receive communications from us, notifying them of the changes in our privacy practices.

#### **Contact Information**

If users have any questions or suggestions regarding our privacy policy, please contact us at: Phone: (855) 441-1529  
Email: [support@TaxProAlliance.com](mailto:support@TaxProAlliance.com)

#### **Postal Address**

TaxPro Alliance  
1557 Laurens Rd.  
Greenville, SC 29607

