

LongTermClients.com - Our Privacy Guarantee:

We fully respect your right to privacy. We promise:

- You can unsubscribe at any time.
- You have full choice and consent over how your information can be used.
- The purpose for which you gave us your personal information will always be respected.
- We will not rent, loan, or sell to any other party, your personal contact information.

Frank Grisdale, the President of Custom Notes Ltd. is the Privacy Director for all privacy issues. Please contact him at Frank@longtermclients.com .

Custom Notes Ltd. 14524 Ravine Drive, Edmonton, Alberta Canada T5N 3M3

Custom Notes Ltd. last updated this privacy statement on **2007-10-25**

Our Privacy Pledge:

We will identify the purposes for which *any* information is collected. We will *always* get your consent to use or disclose your information. Your information will not be disclosed. We will always try to ensure that your information is accurate. We will always have adequate safeguards in place to protect your information. You will always have access to your information and may amend it or delete it as appropriate. All of our policies and practices are listed in detail on our site. We are ready to hear from you on any of these privacy policies and practices.

Questions? We want to hear them. Please contact us at privacy@longtermclients.com

If you order greeting cards and notes and place your orders through Longtermclients.com, any personal information that you may share with us (and with the [business partners](#) that help this site function or assist us in fulfilling your order) is kept absolutely private. Neither your name nor anything about you is sold or shared with any other non-affiliated company or agency.

We do, of course, ask you for certain kinds of personal information in order to provide the services you request. And several of our optional services and functions do use [cookies](#).

To learn more about your privacy at LongTermClients.com, please call us toll-free at **1-877-257-6937** or e-mail us, including your name and mailing address, at privacy@longtermclients.com

Types of personal information we may gather

- **Register** — When you first open your personal note account, you give us your name and e-mail address.
- **Purchases** — When you complete an order, you give us your mailing and shipping address, phone numbers, company name, assistant's contact information, & your credit card information (online or over the phone). So that you may place future orders more conveniently, you authorize us to store your contact info and mailing address.
- **Sample Requests** — We need a name and address to mail you samples. We also require an e-mail address, in case the mailing address is wrong. We may well ask for your birth date, so that we can send you a birthday card. To stop receiving cards from us, simply call **1-877-257-6937**.
- **E-mail updates** — We need your e-mail address. It will never be shared with or sold to anyone. You will receive printing deadline reminder emails from us when you signed up. Subscriptions can be cancelled at any time.
- **Phone Numbers** – We ask for direct phone numbers for a reason. That is that we want the option on occasion to be able to leave you or your assistant a voice mail message without having to disturb you.

How we use cookies

You do NOT need to accept or use cookies to use the services of longtermclients.com. However, several of our services involve cookies — your Personal Note Account, and Refer a Friend. These cookies are for your convenience only, and are not used for any other purpose.

We also use a cookie to help us determine site traffic patterns. This cookie identifies your computer, and contains absolutely no personal information.

If you have "cookie-phobia," set your browser to accept no cookies, or tell it to erase all cookies at the end of a session.

Removing your name from mailing lists

You can contact us via e-mail to unsubscribe at unsubscribe@longtermclient.com Include your name and mailing address in the message. Or call us at **1-877-257-6937**.

For further detail (the long version) on the Privacy Policy of Custom Notes Ltd., please [Click Here](#)

PRIVACY POLICY of CUSTOM NOTES LTD.

Custom Notes Ltd. last updated this privacy statement on **2007-10-25**

Custom Notes Ltd. has created this privacy statement in order to disclose our information gathering and dissemination practices for the Web site <http://www.longtermclients.com>

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you by email, if you still subscribe, or by means of a notice on our home page so that you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

Upon reading this privacy statement, you will know:

1. What personally identifiable information of yours or third party personally identifiable information is collected from you through the Web site.
2. How the information is used.
3. With whom the information may be shared.
4. What choices are available to you regarding collection, use and distribution of the information.
5. The kind of security procedures that are in place to protect the loss, misuse or alteration of information under Custom Notes Ltd. control.
6. How you can access and correct any inaccuracies in the information collected about you.

Questions regarding this privacy statement should be emailed to privacy@longtermclients.com or by writing to:

Frank Grisdale, Custom Notes Ltd. 14524 Ravine Drive, Edmonton, Alberta
Canada T5N 3M3

If ever you feel that Custom Notes Ltd. has not complied with the policies outlined in this privacy statement, please contact Frank Grisdale at **1-877-257-6937 – Ext 921**

Custom Notes Ltd. Privacy Statement

Custom Notes Ltd. is the sole owner of the information it gathers on its site. Custom Notes Ltd. will only share your information with outside parties in ways that are described in this privacy statement or if we are required to do so by law or in the good-faith belief that such action is necessary in order to conform to the edicts of the law, cooperate with law enforcement agencies, or comply with a legal process served on our Web site.

Site Registration/Newsletter Subscriptions

In order to subscribe to our newsletter you must first give us your name and email address. In order to use this Web site, you must first complete the registration form, which involves giving us contact information such as name and email address and you are required to create a user name and password. We use this information to contact you about the services on our site in which you have expressed interest.

We collect contact information such as your name, mailing address, email address, direct phone and fax number, and company information such as your assistant's contact information, and your company name. This information is used to report to you about your account status, printing status, shipping status, and to generate receipts ready for you to print.

You have the option to provide us with demographic information (such as profession, age, etc.) we encourage you to submit this information so we can provide you a more personalized experience on our site.

Contact Us

We use email links located on the "contact us" page and other areas of the site to allow you to contact us directly with any questions or comments you may have. We read every message sent in and try to reply promptly to every one. This information is used to respond directly to your questions or comments. We may also file your comments to improve the site and service, or review and discard the information. Your personal information is only shared with third parties (under non-disclosure agreements) *after* we receive your explicit permission.

Orders/Client Contact List

If you purchase services or products from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) and financial information (such as credit card number, expiration date). We encrypt it using secure socket layer technology (SSL). We use this information for billing

purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

Credit card information is transferred to our Clearing House partner using industry-leading, secure transmission technology including SSL and HTTPS (the transmission standard used for transactions processed by major financial institutions). The information is then encrypted using Data Encryption Standard 3 (Triple DES) and stored securely so that it is ready to handle your transactions.

Your client contact list (used to personalize your notes, and address your envelopes) is held on the printer's server as a temporary file, and is erased ten days following the receipt of your order.

When you enter or upload sensitive information (such as client lists or credit card number) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL). Information exchanges and transactions, including authentication, passwords, contact lists (uploading and storing online) and billing related data between you and our application system are strictly protected using this technology. This ensures that your sessions are completely private and secure from both external systems and other customers using our system.

Custom Notes Ltd. employees may scan the written and digital content of your printing order solely to ensure it complies with our **Terms Of Use** – to protect against defamatory, abusive, obscene, profane, or threatening material that is racially or ethnically offensive.

Referrals

If you choose to use our referral service to tell a friend about our site, we will ask you for your friend's names and email addresses. We will automatically send your friend a one-time email inviting him or her to visit the site. Custom Notes Ltd. stores this information for the sole purpose of sending this one-time email and tracking the success of our referral program and reporting of your referral credits should your friends register to use our services. Your friends may contact us at service@longtermclients.com to request that we remove this information from our database.

Customer Service

Based upon the personally identifiable information you provide us, we will send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes.

Lead Generation Survey

Individuals may express interest in learning more about Custom Notes Ltd. product offerings through a Survey. Custom Notes Ltd. will collect contact information such as name, company name, email address, and phone number. Demographic data such as job title are also collected. This information will be used to follow up with you on your interests. We will contact you once regarding our products and subsequent contacts will be based upon the outcome of the initial contact (i.e. follow up to answer additional questions).

Custom Notes Ltd. will use the demographic data to learn more about the people and organizations that are interested in Custom Notes Ltd. services and products to better target our marketing efforts. We may share aggregated demographics with outside parties to showcase the level of interest in Custom Notes Ltd. services and products.

Individuals may also choose to opt-in to receive e-updates and our newsletters. No personal information disclosed will ever be shared. If you opted-in to receive product and service updates or the newsletter, Custom Notes Ltd. will use your email address to send the requested emails. To unsubscribe from these emails, see the Unsubscribe section below.

Customer Satisfaction Survey

Custom Notes Ltd. runs a regular Customer Satisfaction Survey. The survey asks you various questions with regards to your satisfaction with its product and service offerings.

Customers may join the Custom Notes Ltd. Member Advisory Panel by providing their email address to Custom Notes Ltd. The Custom Notes Ltd. Member Advisory Panel is from time to time asked to provide input into new products and/or changes in the services. The email will only be used as part of the Member Advisory Panel. If you choose to no longer be a part of the panel or need to update your contact information, contact Custom Notes Ltd. at service@longtermclients.com and indicate that you would no longer like to a part of the Member Advisory Panel.

Customers may provide contact information in order to help Custom Notes Ltd. create case studies and testimonials on the effects of using the personal note in business. Custom Notes Ltd. will use this information to follow up with the Customer on these issues.

Custom Notes Ltd. may share aggregated survey data with outside parties to showcase the level of customer satisfaction with Custom Notes Ltd. products and services. No personal information will be shared.

Logged Files and Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site. We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate our site. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browser's "help" file. We set a persistent cookie to store your passwords, so you don't have to enter it more than once. Persistent cookies also enable us to track and target the interests of our users to enhance the experience on our site. If you reject cookies, you may still use our site, but your ability to use some areas of our site, such as contests or surveys, will be limited.

The Custom Notes Ltd. web site logs IP addresses and browser types for systems administration purposes. These logs will be analyzed to improve the value of the materials available on the website. A user's session will be tracked, but the user will be anonymous.

Clear Gifs (Web Beacons/Web Bugs)

We employ a software technology called clear gifs that help us better manage content on our site by informing us what content is effective. Clear gifs are tiny graphics with a unique identifier, similar in function to cookies. Clear gifs are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, clear gifs are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We tie the information gathered by clear gifs to our customers' personally identifiable information.

We use clear gifs in our HTML-based emails to let us know which emails have been opened by recipients. This allows us to gauge the effectiveness of certain communications and the effectiveness of our marketing campaigns. If you would like to opt-out of these emails, please ["opt-out."](#)

Third Party Service Providers

Custom Notes Ltd. contracts with a third party to assist us in managing certain functions on our Web site, such as the printing of your cards. Custom Notes Ltd. only provides third party service providers with the information necessary to carry out the service (i.e. only email addresses are provided to the service party sending the e-newsletter on Custom Notes Ltd. behalf). Third party service providers are contractually prevented from using the information received from Custom Notes Ltd. for any purpose other than those dictated by Custom Notes Ltd. Like many companies, we sometimes retain third parties to provide technical

services. Before permitting these companies to work on our systems, we require them to sign a nondisclosure agreement.

Links

The LongTermClients.com web site contains links to other web sites. We encourage you to visit these web sites to learn more about leading edge practices in the area of client relationship cultivation. Please note that these web sites' privacy policies may differ from those of Custom Notes Ltd. We encourage you to read the privacy statement of any web site you may visit.

How to Access and Update User Information

Access to update, modify, or delete your personally identifiable information is provided no cost, and is always accessible through our website.

Security

Protecting your privacy and all of the information you provide us is a top priority at Custom Notes Ltd. We have taken careful measures to prevent the loss, misuse, and alteration of your information. Once we receive your information that was entered into our web site, it is stored behind a firewall. All Custom Notes Ltd. employees are aware of our privacy and security policies. Your information is only accessible to those employees, or third party service providers who need it in order to perform their jobs and fulfill your order.

The security of your personal information is important to us. When you enter or upload sensitive information (such as client lists or credit card number) on our registration or order forms, we encrypt that information using secure socket layer technology (SSL). Information exchanges and transactions, including authentication, passwords, contact lists (uploading and storing online) and billing related data between you and our application system are strictly protected using this technology. This ensures that your session is completely private and secure from both external systems and other customers using our system.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

If you have any questions about security on our Web site, you can send email us at service@longtermclients.com

Notification of Changes

If we are going to use your personally identifiable information in a manner different from that stated at the time of collection through this Web site, we will notify you by email. You will have a choice as to whether or not we use your information in this different manner. In addition, if we make any material changes in our privacy practices that do not affect user information already collected through our site, we will post a prominent notice on our web site notifying users of the change.

Business Transitions

In the event Custom Notes Ltd. goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its assets, your personally identifiable information will likely be among the assets transferred. If such an acquisition ever occurs, we will require the acquiring company to adhere to our Privacy Policy. You will be notified via email plus and by a prominent notice on our Web site for 30 days of any such change in ownership or control of your personal information.

Privacy Policy Compliance

If you feel that Custom Notes Ltd. has not complied with the policies outlined in this privacy statement, please email service@longtermclients.com

Thank you.