ClaimsOffice.Com Privacy Policy

Updated March 31, 2012

ClaimsOffice.Com provides this Privacy Policy to inform you of our policies and procedures regarding the collection, use and disclosure of personal information we receive from our users. Our Privacy Policy may be updated from time to time, and we will notify you of any material changes by posting the new Privacy Policy at www.claimsoffice.com.

The Personal Information We Collect

In the course of using ClaimsOffice.Com, you will provide us with personally identifiable information. This refers to information about you that can be used to contact or identify you, and information on your use of and activities at our Site that may be connected with you ("Personal Information"). Personal Information that we collect may include, but is not limited to, your name, phone number, credit card or other billing information, email address, home and business postal addresses, comments, feedback data, ideas, plans, answers, questions. Personal Information may also include claims history information and information you supply to us concerning your preferences and interests expressed in the course of your use of the site.

When you visit ClaimsOffice.Com, our servers automatically record information that your browser sends whenever you visit a website. This information may include your computer’s Internet Protocol address, browser type, the web page you were visiting before you came to our Site and information you search for on our Site. Like many websites, we may also use “cookies” to collect information. A cookie is a small data file that we transfer to your computer’s hard disk for record-keeping purposes. We may use “persistent cookies” to save your registration ID and login password for future logins to ClaimsOffice.Com; and we use “session ID cookies” to enable certain features of ClaimsOffice.Com, to better understand how you interact with ClaimsOffice.Com and to monitor aggregate usage and web traffic routing on ClaimsOffice.Com. You can instruct your browser, by changing its options, to stop accepting cookies or to prompt you before accepting a cookie from the websites you visit. If you do not accept cookies, however, you may not be able to use all portions of ClaimsOffice.Com or all functionality of our services.

How We Use Personal Information

Personal Information is or may be used for the following purposes: (i) to provide and improve the ClaimsOffice.Com website, services, features and content, (ii) to administer your use of our Site, (iii) to enable you to enjoy and easily navigate ClaimsOffice.Com, (iv) to better understand your needs and interests, (v) to fulfill requests you may make, (vi) to personalize your experience, (vii) to provide or offer service updates and product announcements, and (viii) to provide you with further information and offers from us or third parties that we believe you may find useful or interesting, including newsletters, marketing or promotional materials and other information on services and products offered by us or third parties. If you decide at any time that you no longer wish to receive any such communications, please follow the “unsubscribe” instructions provided in any of the communications sent to you, or update your “account settings” information. (See “Changing or Deleting Information,” below.)

We use information we obtain by technical means (such as the automatic recording performed by our servers or through the use of cookies) for the above purposes and in order to monitor and analyze use of ClaimsOffice.Com and our services, for ClaimsOffice.Com’s technical administration, to increase our Site’s functionality and user-friendliness, to better tailor it to your needs, to generate and derive useful data and information concerning the interests, characteristics and website use behavior of our users, and to verify that visitors to ClaimsOffice.Com meet the criteria required to process their requests.
**Non-Personal Information.**

Non-Personal Information is information that does not identify a specific site user. This type of information may include things like the Uniform Resource Locator ("URL") of the site you visited before coming to our site, the URL of the site you visit after leaving our Site, the type of browser you are using and your Internet Protocol ("IP") address. We, and/or our authorized third party service providers and advertisers, may automatically collect this information when you visit our site through the use of electronic tools like cookies and web beacons or pixel tags.

We use Non-Personal Information to troubleshoot, administer the site, analyze trends, gather demographic information, comply with applicable law, and cooperate with law enforcement activities. We may also share this information with our authorized third party service providers and advertisers to measure the overall effectiveness of our online advertising, content, and programming.

**Information Sharing and Disclosure**

**ClaimsOffice.Com Users.** If you have a profile page, we will display your Company Information in your profile page and elsewhere on ClaimsOffice.Com according to the preferences you set in your account. You can review and revise your profile information at any time.

**Service Providers, Business Partners and Others.** We may employ third party companies and individuals to facilitate our service, to provide the service on our behalf, to perform site-related services (including but not limited to data storage, maintenance services, database management, web analytics, payment processing, and improvement of ClaimsOffice.Com's features) or to assist us in analyzing how our Site and service are used. These third parties have access to your Personal Information, but only to the extent necessary to perform these tasks on our behalf. We also may share information your provide to us to insurance carriers or repair shops in the course of processing claims.

**Compliance with Laws and Law Enforcement.** ClaimsOffice.Com cooperates with government and law enforcement officials and private parties to enforce and comply with the law. We will disclose any information about you to government or law enforcement officials or private parties as we, in our sole discretion, believe necessary or appropriate to respond to claims and legal process (including but not limited to subpoenas), to protect the property and rights of ClaimsOffice.Com or a third party, to prevent or stop any activity we may consider to be, or to pose a risk of being, illegal, unethical, inappropriate or legally actionable.

**Business Transfers.** ClaimsOffice.Com may sell, transfer or otherwise share some or all of its assets, including your Personal Information, in connection with a merger, acquisition, reorganization or sale of assets or in the event of bankruptcy.

**Ownership of Information.** Information you provide to us such as comments, feedback data, ideas, plans, answers, questions will be deemed to be nonconfidential and we do not assume any obligation to keep such information confidential. We are free to use any such information for any purpose and without restriction. Information provided by you to us or through our website will be deemed to be confidential or proprietary only if you have us sign a confidentiality agreement before providing us with that information. By sending us information or material, you grant us a worldwide, unrestricted, and irrevocable license to use, transmit, copy, alter, display, distribute, perform them.

**Changing or Deleting Your Information**
We believe that you should have the ability to access and edit your Personal Information. You may change any of your Personal Information by logging into your account and accessing the "my account" section of the site, sending us an email at www.claimsoffice.com/contactus or writing to us at:

ClaimsOffice.com P.O. Box 33980 Portland, OR 97292

Please indicate your name, address and email address, and what information you would like to update when you contact us.

You must promptly update your Personal Information if it changes. You may ask to have the information on your account deleted or removed; however, you cannot delete information associated with past transactions on the site. In addition, it may be impossible for us to completely delete all of your information because we periodically back up information.

**Security**

We take security seriously and take numerous precautions to protect the security of Personal Information. You can access your Personal Information on our site through a password and your email address. This password is encrypted. We recommend that you do not share your password with anyone. In addition, your Personal Information resides on a secure server that only selected personnel and contractors have access to. We encrypt certain sensitive information (such as credit card information) using Secure Socket Layer (SSL) technology to ensure that your Personal Information is safe as it is transmitted to us. Credit card information on the site is stored on a secure page and you may delete your credit card information at any time by going to the "edit account" section of your profile.

Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we employ commercially reasonable security measures to protect data and seek to partner with companies which do the same, we cannot guarantee the security of any information transmitted to or from the site, and are not responsible for the actions of any third parties that may receive any such information.

**Privacy Policies of Third Party Sites**

This Privacy Policy only addresses the use and disclosure of information we collect from you on www.Claimsoffice.com. Other sites that may be accessible through this site have their own privacy policies and data collection, use and disclosure practices. If you link to any such site, we urge you review the site’s privacy policy. We are not responsible for the policies or practices of third parties.

**Public Areas.** We may provide areas on our site where you can publicly post information about yourself, communicate with others, and submit media content. This information may be accessible by other consumers and companies and may appear on other sites or web searches, and therefore this information could be read, collected, and used by others. We have no control over who reads your postings or what other users may do with the information you voluntarily post, so please use caution when posting any personal information. We do obtain consent from our users to post their name along with their reviews.

**Notice of Privacy Rights to California Residents.** If you are a California resident, California law requires that we provide you with a summary of your privacy rights under the California Online Privacy Protection Act (the “Act”) and the California Business and Professions Code. As required by the Act, we will provide you with the categories of Personal Information that we collect through the Site and the categories of third party persons or entities with whom such Personal Information
may be shared for direct marketing purposes at your request. California law requires us to inform you, at your request, (1) the categories of Personal Information we collect and what third parties we share that information with; (2) the names and addresses of those third parties; and (3) examples of the products marketed by those companies. The Act further requires us to allow you to control who you do not want us to share that information with. To obtain this information, please send a request by email or standard mail to the address found below. When contacting us, please indicate your name, address, email address, and what Personal Information you do not want us to share with affiliated businesses or marketing partners. The request should be sent to the attention of our legal department, and labeled "California Customer Choice Notice." Please allow 30 days for a response. Also, please note that there is no charge for controlling the sharing of your Personal Information or requesting this notice.

**Contacting Us**

If you have any questions about this Privacy Policy, or about any of our published policies, please contact us at www.claimsoffice.com/contactus.