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**Last updated on 2018-10-29.**

## **Introduction**

DirectRFP (“DirectRFP” or “we” or “us” or “our”) respects your privacy.

This Privacy Policy explains the ways we collect, use and share the ‘Personally identifiable information’ (“PII” or “personal information”) of our Customers. PII, as used in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

This Privacy Policy is part of, and is governed by, the terms and conditions set forth in our Terms and Conditions located at: <https://directrfp.com/subscription-terms-conditions/>.

Terms not defined in this Privacy Policy shall have the meaning given to them in our Terms and Conditions.

Please read this Privacy Policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information when you register to use and use the DirectRFP services via your subscription (the “Services”). By using our Services, you acknowledge all of the policies, procedures and conditions described in both this Privacy Policy and the [DirectRFP Software Subscription Terms and Conditions](#) (“Terms and Conditions”).

If you do not agree with or you are not comfortable with any aspect of this Privacy Policy or our Terms of Service you should immediately discontinue use of our Services.

## **What personal information do we collect from Customers & When do we collect it?**

When you subscribe to the Services as a Customer, we collect the following information:

- Name (first and last)
- Email address you provide
- Mailing address, including zip code and city/state information

When you use the Services, we use cookies as described in the **Cookie** section below. In addition, pursuant to our license to Customer Data set forth in Section 6.3 of the [Terms and Conditions](#), we may access, copy, use or otherwise make derivative works of the Customer Data to provide the Services to you and others, such as for the purpose of building databases and libraries of industry or topic specific inquiries and other information that help us to improve our offerings and Services. When Customer Data is used pursuant to Section 6.3 of the [Terms and Conditions](#), we will not publicly disclose Personally Identifiable Information or other specific corporate information in any manner inconsistent with the conditions and policies of this Privacy Policy.

### **How do we use your information?**

We may use the information we collect from you when you subscribe in the following ways:

- To assist in setting up your online account.
- To verify your account and prevent fraud.
- To improve our Services in order to better serve you.
- To send you periodic emails regarding our Services generally and/or new features available.

### **How do we protect Customer information?**

Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. In addition, all sensitive/credit information you supply is encrypted via Secure Socket Layer (SSL) technology.

In addition, we regularly conduct vulnerability and malware scans and testing to identify vulnerabilities and confirm the security of our Services.

However, you are also responsible for maintaining the security of your personal information on our Services. You should keep your account login information confidential, and make sure any wireless connections to our Services are secure. If you believe your account information has been compromised or that you have experienced unauthorized access to your account information, please contact us immediately at [info@directrfp.com](mailto:info@directrfp.com).

### **Do we use 'cookies'?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables service provider's systems to recognize your browser and capture and remember certain information. They are also used to help us understand your preferences based on previous or current activity on the Services. We also use cookies to help us compile aggregate data about traffic and activity so that we can offer our Customers better experiences and tools to use the Services in the future and generally provide you with improved services.

*We use cookies to:*

- Understand and save our Customers' preferences for future visits.
- Compile aggregate data about site traffic and site interactions in order to offer better site experiences and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser (like Internet Explorer or Chrome) settings. Each browser is a little different, so look at your browser's Help menu to learn the correct way to modify your cookies.

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If you disable cookies, some features will be disabled and it won't affect the users experience that make your site experience more efficient and some of our services will not function properly.

### **Third Party Disclosure**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice.

Third-party service providers who assist us in providing the Services, conducting our business, or servicing you may be provided with personal information as required to perform their functions. These third-party Service Providers are prohibited by contract from using the information for other purposes, except as permitted by law or upon your consent. Our contracts with such persons are at least as protective as this Privacy Policy.

We may also share your personally identifiable information when we believe, in good faith, that such disclosure is appropriate to comply with the law, would protect your interests or rights, property or safety, or the interests or rights, property or safety of others, including DirectRFP and its personnel.

Non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Consumers are able to change their personal information:**

- By using the "Account Settings" feature provided through the Services.

### **How does our site handle do not track signals?**

We honor do not track signals and do not track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

### **COPPA (Children Online Privacy Protection Act)**

Our Services are not directed to children under the age of 13. We adhere to the Children's Online Privacy Protection Act ("COPPA") and will not knowingly collect personal information from any child under the age of 13, unless a parent or guardian consents to our collection and processing of such information. If a parent or guardian becomes aware that his or her child has provided us with personal information without their consent, he or she should contact us at [info@directrfp.com](mailto:info@directrfp.com) with "COPPA issue" in the subject line.

### **Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

In order to be in line with Fair Information Practices we will take the following responsive action, should a data breach occur:

- We will notify Customers via email within 7 business days

- We will notify Customers via in site notification within 7 business days
- We also agree to the individual redress principle, which requires that individuals have a right to pursue legally enforceable rights against data collectors and processors who fail to adhere to the law. This principle requires not only that individuals have enforceable rights against data users, but also that individuals have recourse to courts or a government agency to investigate and/or prosecute non-compliance by data processors.

### **CAN SPAM Act**

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

*We collect your email address in order to:*

- Send information, respond to inquiries, and/or other requests or questions.
- Process orders and to send information and updates pertaining to orders
- We may also send you additional information related to your product and/or service.
- Market to our mailing list or continue to send emails to our clients after the original transaction has occurred

*To be in accordance with CAN-SPAM we agree to the following:*

- NOT use false, or misleading subjects or email addresses
- Identify the message as an advertisement in some reasonable way
- Include the physical address of our business or site headquarters
- Monitor third party email marketing services for compliance, if one is used.
- Honor opt-out/unsubscribe requests quickly
- Allow users to unsubscribe by using the link at the bottom of each email
- If at any time you would like to unsubscribe from receiving future emails, you can email us.

Follow the instructions at the bottom of each email and we will promptly remove you from ALL correspondence.

### **Amendments to this Privacy Policy**

We reserve the right to change or update this Privacy Policy at any time.

If we make a material change to this Privacy Policy, we will notify you of such changes by posting the amended terms on our Services. By continuing to use the Services after those changes become effective, you agree to be bound by the revised Privacy Policy. To find out when we last updated this Privacy Policy, please refer to the date listed after “Last Modified” at the top of this Privacy Policy.

In addition, we may provide you with “just-in-time” disclosures or additional information about the data collection, use and sharing practices of specific parts of our Services. These notices may provide more information about our privacy practices, or provide you with additional choices about how we process your personal information.



### **Contacting Us**

If there are any questions regarding this privacy policy you may contact us using the information below.

[info@directrfp.com](mailto:info@directrfp.com)

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