



# SITE USE POLICY v3.0

## Privacy Policy

MSS is committed to maintaining the privacy of our customers in the electronic environment. MSS WILL NEVER share any personal information of its customers, such as name, address, telephone number or email address with any third parties.

This Privacy Policy will explain the following regarding use of our site:

### 1. What information does MSS, collect from you?

In order to better provide you with numerous products and services, MSS, collects two types of information about its visitors: Personally, Identifiable Information and Non-Personally Identifiable Information. Our primary goal in collecting information from you is to provide you with a smooth, efficient, and customised experience while using our site. Any information you provide to us at this site when you establish or update an account, shop online or request information (i.e. name, address, e-mail address and telephone number) is maintained in the strictest confidence. MSS does not share this information with any third parties. This information is used to enable MSS, to deliver services to you.

#### Personally, Identifiable Information

This refers to information that lets us know the specifics of who you are. Personal information is requested when you order a product or service, enter contests or sweepstakes, fill out surveys, and send us feedback. For example, this information might include your name, billing address, shipping address, telephone number, e-mail address, credit card or other payment information, and product details. With this information, MSS can fill your orders and better provide you with personalised services. Again, MSS does not share this information with any third parties.

#### Non-Personally Identifiable Information

This refers to information that does not by itself identify a specific individual. We gather certain information about you based upon where you shop on our site in several ways. This information is compiled and analysed on both a personal and an aggregated basis. For example, this information may include the Web site's Uniform Resource Locator ("URL") that you just came from, which URL you next go to, what browser you are using, and your Internet Protocol ("IP") address.

A URL is the global address of documents and other resources on the World Wide Web. An IP address is an identifier for a computer or device on a Transmission Control Protocol/Internet Protocol ("TCP/IP") network, such as the World Wide Web. Networks like the Web use the TCP/IP protocol to route information based on the IP address of the destination. In other words, an IP address is a number that is automatically assigned to your computer whenever you are surfing the web, allowing web servers to locate and identify your computer. Computers require IP addresses for users to communicate on the Internet, browse and shop.

### 2. Where do we collect information from you and how do we use it?

Our primary goal in collecting personal information is to provide MSS visitors with a superior customised online experience. We use the customer contact information to fill orders, contact purchasers to inform them of their order status, to send promotional information, to enhance the operation of our site and administer our systems.

We gather information in the following ways:



### **Shopping**

We collect IP addresses for the purposes of system administration, to gather broad demographic information, to enable ads to be served on our site, to report Non-Personally Identifiable Information to our advertisers, and to monitor the level of activity on our site. We collect information from visitors to our site regarding the URLs they came from, domain types (e.g., .com or .org), their IP addresses, the date and time of their visit or order, the number of visits and orders, the number of visits per browsing session, the server type, the operating system and browser type used to come to the site, the country, state and telephone area code where their servers are located, the pages and page titles of our site that visitors viewed during their visit, whether the visitor's computer is enabled for Java or cookies, browser language, applications and plug-ins, and any search terms entered on our site.

### **Ordering**

When you order from us, we collect personally identifiable information from you. If you order one of our products or services, we will collect and maintain your name, e-mail address, billing address, shipping address, telephone number, product selections, credit card or other payment information, order number, referring URL, IP address, page you bought from and a password. We collect this, and other information, as disclosed in this Policy, in order to fill your order, to communicate with you about your order and to send you promotional materials. Before confirming your order, you will have the opportunity to review the product order form and make changes and additions to the information it contained, and these changes will be automatically kept for future use.

### **Online Surveys and Polling**

In order to improve our services to you, we may ask some of our customers to voluntarily complete surveys, which may be collected by an independent third party. Individual survey answers are confidential, although Non-Personally Identifiable Information is collected and disclosed to third parties. If you do not wish to participate in a survey, simply decline to participate when asked.

### **Contests and Sweepstakes**

When you enter a contest or other promotion that we may run, we may ask you for contact information such as your name, address and e-mail address in order to administer the contest, to send you promotional e-mails, notify winners and make the winners' list publicly available pursuant to certain states' laws. Your consent to such promotional use and disclosure of this information is a condition of your participation. As a condition of receiving any prize, you may be required to submit an Affidavit of Eligibility, for us to ensure that you are eligible to receive the prize according to the Contest Rules.

### **Newsletters & Promotional E-mails**

We may offer free newsletters, but you will always have an opportunity to remove yourself from our mailing lists.

### **Contact Information**

If you contact MSS or our customer service representatives by telephone, e-mail or letter, we may keep a record of your correspondence or comments. If you report a problem with our site, we may collect such information in a file specific to you. If you contact us through our feedback area or by calling one of our customer service representatives, we may ask for your name, e-mail address and order information in order to send you a reply. If other users or third parties send us correspondence about your activities or purchases on our site, we may keep the information in a file specific to you.

We also track customers' traffic patterns throughout their online session, including which pages, information and advertisements a customer views while using the site and what items they place in



their basket or purchase. We use your IP address to diagnose problems with our servers, software, to administer our site and to gather demographic information.

### **Cookies**

We use cookies in the operation of our site; to find out what cookies are and how they are used, [click here](#).

### **3. With whom do we share your information?**

Any information you provide to us at this site when you establish or update an account, shop online or request information (i.e. name, address, e-mail address and telephone number) is maintained in the strictest confidence. MSS does not share this information with any third parties. This information is used to enable MSS, to deliver services to you.

### **4. How can you update or correct your Personally Identifiable Information?**

We believe you should have the ability to access and edit the personal information that you have provided to us. During the online ordering process, you can review, change, or delete the information that you have submitted. You may change any of your personal information in your account online at any time. We encourage you to promptly update your information if it changes.

You may ask to have the information on your account deleted or removed; however, because we keep track of past purchases, you cannot delete information associated with past purchases. Also, as a security measure we "back up" the data stored on our systems, and such prior information cannot be completely removed from our databases. As a result, you should not expect that all your Personally Identifiable Information will be completely removed from our backed-up databases.

### **5. What security precautions are in place to protect against the loss, misuse, or alteration of your information?**

In order to most efficiently serve you, credit card transactions and order fulfilment are handled by established third party banking, processing agents and distribution institutions. They receive the information needed to verify and authorise your credit card or other payment information and to process and ship your order.

For more information about our site security policy, [click here](#).

When you access your account information, the information is kept on a secure server. All the customer data we collect is protected against unauthorised access by physical security means.

### **6. A special note about children's privacy.**

You must be at least 18 years old to have our permission to use this site. Our policy is that we do not knowingly collect, use or disclose Personally Identifiable Information about visitors under 18 years of age. If you are the parent or guardian of a minor under 18 years of age and believe that they have disclosed personally identifiable information to us, please contact us at MSS, so that we may delete the minor's information.

### **7. MSS use of "cookies."**

Cookies are bits of information that your browser maintains to help a server (such as our website) communicate with you. To use the MSS, website, you must have cookies enabled in your browser in order to use the shopping cart. We use cookies to store very basic information on your machine.

The cookies placed on your machine are used solely to protect the integrity of your shopping cart, and they are removed as soon as you close your browser window.



We do this partly as a convenience for you, so that when you place your order, your billing information is filled in for you automatically. But we also need cookies, in case you leave our site and return, so that we can recognise and match your login and shopping information with your session on the Internet.

MSS collects and analyses data about how visitors use this website, but we do not use this information to identify or contact individual users, nor do we supply any data that could identify individual users to a third party. We use this data only to improve our site and our services. We do nothing with this information, other than analyse it in aggregate, or diagnose occasional problems.

Although there are firms that track Internet users via cookies, we do not buy, sell, exchange, or offer this information to them. Nor do we use any such information on our own site.

**8. You should carefully review privacy policies of any third-party sites accessible from MSS,**

This website may contain links to other Internet sites. These Internet sites are independent from this website and MSS does not make any representations or warranties in respect of such internet sites. MSS, has no control over the contents of such other Internet sites and the provision of the link does not constitute an endorsement by MSS.

**9. Contacting MSS, about privacy questions or concerns**

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact MSS, by e-mail at [info@mss.company](mailto:info@mss.company).

**10. Privacy Policy changes.**

If MSS makes changes to any terms or conditions of the Privacy Policy, the changes will be posted in this document so that you will always know what information we gather, how we might use that information and to whom we will disclose it. We may change, modify, add or remove portions of this Policy at any time, and any changes will become effective immediately upon being posted unless we tell you otherwise.

## **Security Statement**

MSS is committed to providing a safe and secure shopping experience for all our customers. We designed MSS, to accept orders only from Web browsers that permit communication through High-grade Encryption (AES-256 256 bit) Secure Socket Layer (SSL) technology, including Netscape Navigator 3.0 or higher, or Internet Explorer 3.02 or higher. This means you'll be unable to inadvertently place an order through an unsecured connection.

To ensure your peace of mind, and let you know exactly how we do business, here's a guide to our Security Policy:

### **IS MY CREDIT CARD NUMBER AND PERSONAL INFORMATION SECURE?**



We have taken many steps to ensure the security of your transactions. Some of them involve adopting industry standards. *(For example, the secure connection between your browser and sensitive portions of our site uses industry standard High-grade Encryption.)* Our aim is to enable you to make transactions with confidence.

It is our policy to never send private information, such as your credit card number, via e-mail. In fact, this is a practice we recommend you adopt in all your Internet activities.

#### **WHAT DOES HIGH-GRADE ENCRYPTION MEAN?**

MSS provides you with High-grade Encryption (AES-256 256 bit), the highest level of protection possible for all your Internet communications, including credit card use and financial transactions. Encryption makes it difficult for unauthorised people to view information travelling between computers.

#### **WHAT DOES THE "SECURITY WARNING" WINDOW THAT SOMETIMES POPS UP REALLY MEAN?**

On some browsers, this window can be a bit intimidating. But it simply means that you're entering the safest, most secure area of our Web site. This should be reassuring since this is where credit card transactions take place. Click on the "Continue" button to move to the next step.

Going from Secure mode to insecure mode, you'll likely receive another similar alert message, just to make sure you know what's happening. If you don't want to see these alerts (a personal security choice for you to decide), then you may click to de-check the "Show This Alert Next Time" box.

#### **WHY DO I HEAR SO MUCH ABOUT WEB SECURITY ON THE INTERNET?**

There are several reasons that Internet security is a newsworthy item. First, it's relatively new, so people wonder and talk and write about it. Secondly, the Internet is "technology", so people find it interesting to discuss and tend to be a little suspicious of it.

The Internet thrives on openness. It has been the "Internet way" for someone to release something—a piece of software, a networking specification, a security protocol—and then have lots of smart people try to find flaws in it, lending their ideas for making it better. It has proven to be a remarkably effective development process.

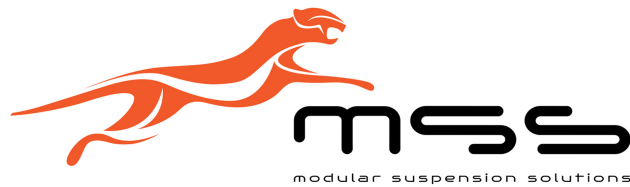
But for people unfamiliar with it, this can be rather discerning. For this reason, we have provided this guide to your security concerns to help you understand and feel comfortable with your online purchases.

#### **HOW DO I KNOW IF A WEB SITE IS SECURE?**

In order to be accurate, we're going to get a bit detailed here. When buying something on the Internet, there are three things to be sure of:

1. Data you send is strongly encrypted.
2. The site you're doing business with is the site you think it is.
3. The site you're doing business with processes your credit card and address information in a safe and responsible manner.

Points 1 and 2 are taken care of by 256 Bit SSL (Secure Sockets Layer), the industry standard security protocol that MSS, uses to communicate with secure browsers like Internet Explorer and Netscape.



When communicating with a secure server like ours, these browsers encrypt the information you send in a way that is extremely difficult for anyone else to decode. (You don't have to know whether your browser supports secure transactions- if it doesn't, you won't be able to complete the checkout process.)

Many security experts say the most important thing is what happens once the merchant receives your order. At MSS, we take several steps to keep things on our end as safe as possible.

### **WHICH PARTS OF THE MSS SITE ARE SECURE?**

Most of the activity on our site involves the viewing of materials we've prepared and made accessible to everyone, so there's no need for these pages to be "secure". With a product page or an editorial page for example, no security risk exists because there is no "information" being exchanged. Anyone can access the same pages by pointing their browser to <https://mss.company>.

The portion of the MSS, site we've made secure is, not surprisingly, the checkout area. This is where you purchase the items you've put into your Shopping Cart. The entire checkout process, from introduction to final confirmation, takes place in a secure environment.

There are several ways to confirm that you're in a secure area. All SSL capable browsers have a symbol to indicate secure mode. Typically, you will see a broken or complete key, an open or closed lock or simply a closed lock depending on your browser. The complete key and closed lock symbols indicate that you are in a secure area of the web site.

One additional note: some browsers give you a warning when you go from a secure area to a regular area. Their intentions are admirable- to ensure that you know when they've left a secure server. But to you, the message may be a bit startling, and makes it look like you've done something wrong even though you really haven't.

If you should have any questions or concerns, please contact us at [info@mss.company](mailto:info@mss.company).

MSS

<https://mss.company>