PageTrac and TCO

Privacy Policy

PageTrac Support

Introduction   Privacy Policies are mechanisms used to establish the limits and expectations for the users of PageTrac and TCO. Internal users should have no expectation of privacy with respect to PageTrac and TCO. External users should have the expectation of complete privacy, except in the case of suspected wrongdoing, with respect to PageTrac and TCO.

A wide variety of companies have entrusted their information to LMI Solutions for business purposes, and all employees at LMI Solutions must do their best to safeguard the privacy and security of this information. Account data is confidential and access will be strictly limited based on business need for access.

Purpose   The purpose of the LMI Solutions PageTrac and TCO Privacy Policy is to clearly communicate the PageTrac and TCO Privacy expectations to PageTrac and TCO users.

Audience   The PageTrac and TCO Privacy Policy applies equally to all individuals who use PageTrac and/or TCO.

Ownership   Electronic files created, sent, received, or stored on www.PageTrac.com or www.lmitools.com are the property of LMI Solutions.

Definitions

PageTrac: The online interface used to access collected printer and copier information.

TCO: The name of LMI's TCO (Total Cost of Ownership) Calculator, a website, and all of its contents available at www.lmitools.com.

PageTrac Support: The name of the agency department responsible for internal and external support, including data management, of all users for PageTrac and TCO.

Web page: A document on the World Wide Web. Every Web page is identified by a unique URL (Uniform Resource Locator).

World Wide Web: A system of Internet hosts that supports documents formatted in HTML (Hypertext Markup Language) which contain links to other documents (hyperlinks) and to audio, video, and graphic images. Users can access the Web with special applications called browsers, such as Google Chrome, Mozilla Firefox and Microsoft Internet Explorer.

Website: A location on the World Wide Web, accessed by typing its address (URL) into a Web browser. A Web site always includes a home page and may contain additional documents or pages.

Web Portal: A website that brings information together from diverse sources in a uniform way.

PageTrac or TCO Dealer Administrator: Person assigned by PageTrac Support as the Administrator of their Dealer account and is the only person or persons who may give any user access, other than themselves, to their Dealer account or accounts.

User: Anyone who is granted access to PageTrac and/or TCO.

PageTrac and TCO Privacy Policy

The following statement applies to all users of PageTrac and TCO and is intended to address concerns about the types of information available, if any, and how that information is used.

I. PageTrac and TCO Access Restrictions

Access to PageTrac and TCO is controlled with permissions-based user management. Users must log in to PageTrac and TCO using a designated username and password.

1. Access to sensitive or proprietary business information on PageTrac and TCO websites is limited to customers, clients and vendors who have been determined to have an appropriate business reason for having access to such data. All registered Web customers who are granted security access will be identified by a username (referred to as E-mail). All actions performed with a username will be the responsibility of the username's registered owner.

2. Full system access shall be granted only to designated PageTrac Support agents.

3. Dealer account access shall be granted first to the Dealer Administrator designated on the Pagetrac Billing Agreement, then controlled by the Dealer Administrator. Pagetrac and TCO Administrators shall not create new accounts or grant additional permissions to existing users.

4. Dealer Employees must request access from their Dealer Administrator.

5. LMI Employees will be granted access to a demo account upon request. Any access to a dealer account must be granted by the Dealer Administrator.

6. LMI Solutions will not be responsible for any damages caused by the unauthorized use of your account. You are responsible for all activities that occur under your e-mail and password

II. Physical Security

All server and networking equipment is kept off-site at a secure co-location facility in a locked cabinet with 24-hour security staff. Physical access to the equipment is restricted to LMI Solutions authorized technicians. Additionally, remote access to the servers is restricted to LMI Solutions IT administrators.

III. Data Security

All data is encrypted using a 256-bit encryption key by the locally

installed DCA before being sent, then decrypted by the server upon arrival. Access to the data is restricted by policy section IV.

IV. Logs and Network Monitoring

PageTrac and TCO maintain log files of all access to its site for the purposes of site management. This information is used to help diagnose problems with the server and to carry out other administrative tasks.

V. Email and Form Information

If a member of the general public sends PageTrac Support an e-mail message or fills out a web-based form with a question or comment that contains personally identifying information, that information will only be used to respond to the request and analyze trends. The message may be redirected to another person who is better able to answer your question. Such information is not used in any way that would reveal personally identifying information to outside parties unless LMI Solutions is legally required to do so in connection with law enforcement investigations or other legal proceedings.

Contacting PageTrac Support

If there are any questions about this privacy statement contact

support@lmisolutions.com