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Company Details

SmartAgent.
406 Main St. Suite A
Red Wing, MN 55066

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Privacy statement

SmartAgent, inc. (“SmartAgentcrm.com” or the “Company”) is committed to protecting the privacy of your information. This Privacy Statement describes SmartAgentcrm.com’s information practices.

1. Web Sites Covered

This Privacy Statement covers the information practices of Web sites that link to this Privacy Statement: www.SmartAgentCRM.com, and www.riverblufftech.com ; (collectively referred to as “SmartAgent’s Web sites” or “the Company’s Web sites”). SmartAgent is not responsible for the content or the information practices of other Web sites linked to or from SmartAgent’s Web sites.

SmartAgentcrm.com is hosted by salesforce.com and SmartAgentcrm.com’s Customers’ data is stored for SmartAgentcrm.com by salesforce.com. Salesforce.com’s privacy statement can be viewed here http://www.salesforce.com/company/updated_privacy.jsp.

2. Personal Information Collected

SmartAgentcrm.comTM offers a variety of services that are collectively referred to as the “Service.” SmartAgentcrm.com may collect information from individuals who visit the Company’s Web sites (“Visitors”) and individuals who register to use the Service (“Customers”). SmartAgentcrm.com may request that you provide contact information, such as name, company name, address, phone number, and email address (“Required Contact Information”). If you choose to purchase the Service, SmartAgentcrm.com may require you to provide financial and billing information, such as billing name and address, credit card number, and the number of users that will be using the Service (“Billing Information”). SmartAgentcrm.com may also ask Customers, at their option, to provide additional information about (“Optional Information”). Required Contact Information, Billing Information, and Optional Information are referred to collectively as “Data About SmartAgentcrm.com Customers.” As you navigate the Company’s Web sites, SmartAgentcrm.com may also collect information through Web information-gathering tools, such as cookies and Web beacons (“Web Site Navigational Information”). Web Site Navigational Information includes standard information from your Web browser (such as browser type and browser language), your Internet Protocol (“IP”) address, and the actions you take on the Company’s Web sites (such as the Web pages viewed and the links clicked).

3. Use of Information Collected

The Company uses Data about SmartAgentcrm.com Customers to perform the services requested. For example, if you fill out a “Contact” Web form, the Company will use the



information provided to contact you about your interest in the Service. The Company may also use Data about SmartAgentcrm.com Customers for marketing purposes. For example, the Company may use information you provide to contact you to further discuss your interest in SmartAgentcrm.com, the Service, and to send you information regarding the Company or information about promotions or events. SmartAgentcrm.com uses credit card information solely to collect payment for the Service. SmartAgentcrm.com uses Web Site Navigational Information to operate and improve the Company's Web sites.

4. Web Site Navigational Information

As mentioned in previous sections, SmartAgentcrm.com uses Web information-gathering tools, such as cookies and Web beacons, to collect information as you navigate the Company's Web sites ("Web Site Navigational Information"). This section describes the types of Web Site Navigational Information the Company may collect and how the Company may use this information.

Cookies

SmartAgentcrm.com uses cookies to make interactions with the Company's Web sites easy and meaningful. When you visit one of the Company's Web sites, SmartAgentcrm.com's servers send a cookie to your computer. Standing alone, cookies do not personally identify you. They merely recognize your Web browser. Unless you choose to identify yourself to SmartAgentcrm.com, either by responding to a promotional offer, opening an account, or filling out a Web form (such as a "Contact" or a "Free Trial" Web form), you remain anonymous to the Company. There are two types of cookies: session-based and persistent-based. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer. If you have chosen to identify yourself to SmartAgentcrm.com, the Company uses session cookies containing encrypted information to allow the Company to uniquely identify you. Each time you log into the Service, a session cookie containing an encrypted, unique identifier that is tied to your account is placed in your browser. These session cookies allow the Company to uniquely identify you when you are logged into the Service and to process your online transactions and requests. Session cookies are required to use the Service. SmartAgentcrm.com uses persistent cookies that only the Company can read and use to identify browsers that have previously visited the Company's Web sites. When you purchase the Service or provide the Company with personal information, a unique identifier is assigned you. This unique identifier is associated with a persistent cookie that the Company places in your Web browser. The Company is especially careful about the security and confidentiality of the information stored in persistent cookies. For example, the Company does not store account numbers or passwords in persistent cookies. If you disable your Web browser's ability to accept cookies, you will be able to navigate the Company's Web sites, but you will not be able to successfully use the Service. SmartAgentcrm.com may use information from session and persistent cookies in combination with Data About



SmartAgentcrm.com Customers to provide you with information about the Company and the Service.

Web Beacons

SmartAgentcrm.com uses Web beacons alone or in conjunction with cookies to compile information about Customers and Visitors' usage of the Company's Web sites and interaction with emails from the Company. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular Web site tied to the Web beacon, and a description of a Web site tied to the Web beacon. For example, SmartAgentcrm.com may place Web beacons in marketing emails that notify the Company when you click on a link in the email that directs you to one of the Company's Web sites. SmartAgentcrm.com uses Web beacons to operate and improve the Company's Web sites and email communications. SmartAgentcrm.com may use information from Web beacons in combination with Data About SmartAgentcrm.com Customers to provide you with information about the Company and the Service.

IP Addresses

When you visit SmartAgentcrm.com's Web sites, the Company may collect your Internet Protocol ("IP") addresses to track and aggregate non-personally identifiable information. For example, SmartAgentcrm.com may use IP addresses to monitor the regions from which Customers and Visitors navigate the Company's Web sites. SmartAgentcrm.com may also collect IP addresses from Customers when they log into the Service as part of the Company's "Identity Confirmation" and "IP Range Restrictions" security features.

Third Party Cookies

SmartAgentcrm.com may use third parties to track and analyze non-personally identifiable usage and volume statistical information from individuals who visit the Company's Web sites. SmartAgentcrm.com may also use other third-party cookies to track the performance of Company marketing activities. The information provided to third parties does not include personal information, but this information may be re-associated with personal information after the Company receives it. This Privacy Statement does not cover the use of third party cookies.

5. Public Forums, and Customer Testimonials

SmartAgentcrm.com may provide bulletin boards, blogs, or chat rooms on the Company's Web sites. Any personally identifiable information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. SmartAgentcrm.com is not responsible for the personally identifiable information you choose to submit in these forums. SmartAgentcrm.com may post a list of Customers and testimonials on the Company's Web sites that contain selected information such as Customer names and titles.



SmartAgentcrm.com obtains the consent of each Customer prior to posting any information on such a list or posting testimonials.

6. Sharing of Information Collected

SmartAgentcrm.com may share Data About SmartAgentcrm.com Customers with the Company's partners so that these partners can contact Customers and Visitors who have provided contact information on our behalf. SmartAgentcrm.com may also share Data About SmartAgentcrm.com Customers with the Company's partners to ensure the quality of information provided. SmartAgentcrm.com does not share, sell, rent, or trade personally identifiable information with third parties for their marketing or promotional purposes. SmartAgentcrm.com uses a third-party intermediary to manage credit card processing. This intermediary is not permitted to store, retain, or use Billing Information except for the sole purpose of credit card processing on the Company's behalf. SmartAgentcrm.com reserves the right to disclose personally identifiable information of the Company's Customers or Visitors if required by law or if the Company reasonably believes that disclosure is necessary to protect the Company's rights and/or to comply with a judicial proceeding, court order, or legal process.

7. Communications Preferences

SmartAgentcrm.com may enable Customers and Visitors who provide contact information the ability to designate how the Company uses the information provided. This designation does not apply to the receipt of emails related to their account with SmartAgentcrm.com or the Service.

8. Correcting and Updating Your Information

Customers may update or change their registration information by editing their user or organization record. To update a user profile or your organization's information, please login to SmartAgentcrm.com with your username and password. To update Billing Information or have your registration information deleted, please email support@SmartAgentcrm.com. To discontinue your account and to have information you maintained in the Service returned to you, please email <mailto:support@smartagentcrm.com>. Requests to access, change, or delete your information will be handled within 30 days.

9. Customer Data

SmartAgentcrm.com Customers use the Service to host data and information ("Customer Data"). SmartAgentcrm.com will not review, share, distribute, or reference any such Customer Data except as provided in the SmartAgentcrm.com Subscription Agreement, or as may be required by law. Individual records of Customer Data may be viewed or accessed only for the purpose of resolving a problem, support issues, or suspected violation of the SmartAgentcrm.com Subscription Agreement, or as may be required by



law. Customers are responsible for maintaining the security and confidentiality of their SmartAgentcrm.com usernames and passwords.

10. Security

Because SmartAgentcrm.com is hosted by salesforce.com, SmartAgentcrm.com uses salesforce.com's robust security measures to protect Customer Data from unauthorized access, maintain data accuracy, and help ensure the appropriate use of Customer Data. When the Service is accessed using Internet Explorer version 6.0 or later, Firefox version 2.0 or later, or Safari version 3.0 or later, Secure Socket Layer ("SSL") technology protects Customer Data using both server authentication and data encryption. These technologies help ensure that Customer Data is safe, secure, and only available to the Customer to whom the information belongs and those to whom the Customer has granted access. SmartAgentcrm.com also implements an advanced security method based on dynamic data and encoded session identifications, and the Company hosts its Web sites in a secure server environment that uses firewalls and other advanced technology to prevent interference or access from outside intruders. SmartAgentcrm.com also offers enhanced security features within the Service that permit Customers to configure security settings to the level they deem necessary. Because the Company uses the Service to maintain Data About SmartAgentcrm.com Customers, this information is secured in the same manner as described above for Customer Data.

11. Changes to this Privacy Statement

SmartAgentcrm.com reserves the right to change this Privacy Statement at any time.

12. Contacting Us

Questions regarding this Privacy Statement or the information practices of the Company's Web sites should be directed to SmartAgentcrm.com by emailing info@SmartAgentcrm.com or by mailing:

SmartAgent.
406 Main St., Suite A,
Red Wing, MN 55066, USA.