

GROUPE ALTA'S CUSTOMER CONFIDENTIALITY POLICY

Our customer confidentiality policy covers all the information that can be collected at any time that you interact with our company or Web site. We would like to inform as to the purposes and intent for which we collect your personal information and ensure you that all personal information provided is protected at all times.

At Groupe Alta, we make sure your privacy is safe with us!

WHY WE COLLECT YOUR PERSONAL INFORMATION

We collect your personal information in order to give you excellent customer service. It enables us to provide you with a convenient access to the latest products and services available, in addition to informing you on promotions, special offers, news releases and any additional information that may be of significant interest and importance to you.

If you would like to unsubscribe to Groupe Alta's latest developments, news releases or new product and software updates, please send us an email at:

marketing@groupealta.com

PERSONAL INFORMATION COLLECTED AND WHAT IT IS USED FOR

We may require such personal information during service calls, for software or software update downloads, when registering for seminars, when participating in online customer surveys or when you purchase or register products.

Information gathered will be relevant to the situation for which you are interacting with our company, such as your name, mailing address, office telephone number, email, contact preferences, credit card information and information about Groupe Alta products that you own; such as, their date of purchase, model and serial number etc.

We also like to collect input from our customers as to how we may improve our products and services. This information will enable us to gain a better understanding as to the specific needs and requirements that can improve our customers' business performance.

We may also use your personal information for market research purposes, which will enable us to gain a better understanding of your industry's specific needs.

EACH CUSTOMER HAS A UNIQUE ID

To ensure a secure access to our services, Groupe Alta provides you with a unique ID, which is based on your personal information. Your unique ID will save you time and make it easy to use our web services. You need only fill in the required information on the online registration form and your personal ID and password will be emailed to you within minutes.

PUBLICLY DISPLAYED INFORMATION IS PUBLIC INFORMATION

Upon visiting any Web site, it is understood that should you share any information on a bulletin board, FAQ section, technical support forum or chat room that this information will be visible to all other users who will visit or participate in these sites. Groupe Alta is therefore, not responsible for the information you choose to submit that becomes publicly available.

WHEN WE DISCLOSE INFORMATION

At Groupe Alta, we make sure to respect your privacy. We will at no time, sell any of your personal information to any other marketers.

In order to provide you with continuous professional and superior services, we may share your personal information with our legal entities that will assist us in safeguarding it in accordance to Groupe Alta's Confidentiality Policy.

There may be times when Groupe Alta will share your personal information with strategic partners that assist us in delivering products or services to your door. These companies may help us to process information, extend credit, fulfill customer orders, manage customer data, provide customer service or conduct customer research or satisfaction surveys. These companies are also obligated to uphold Groupe Alta's confidentiality policy by respecting our customers' privacy at all times.

Groupe Alta may also disclose information should it be required by law or litigation.

WE PROTECT YOUR PERSONAL INFORMATION

Groupe Alta takes special precautions to ensure that your personal information is not disclosed to any user with illegitimate intent and ensures to safeguard it against possible loss, misuse, unauthorized access, disclosure, alteration or destruction.

When using our online Web services, our security provides encryption on all Web pages where personal information is required. For any purchase or subscription to any one of our Web applications, you must use safari, Netscape Navigator 3.0 or later, or Internet Explorer.

Make your online experience, a secure one. Change your passwords often and never disclose your passwords to anyone.

OUR COMMITMENT TO YOUR PRIVACY

Groupe Alta ensures to protect your privacy by communicating these guidelines to all personnel and enforcing strict privacy safeguards at all levels of the organization.

YOU HAVE QUESTIONS ABOUT OUR CONFIDENTIALITY POLICY

If you have any questions or concerns about our customer confidentiality policy, we invite you to communicate with our legal executives:

legal@groupealta.com

YOU HAVE OTHER INQUIRIES

Groupe Alta executives and representatives are available to help you with any one of your requests or inquiries. Refer to our contact information below for your specific needs.

CONTACT INFORMATION:

MARKETING & COMMUNICATIONS:

marketing@groupealta.com

INTERNATIONAL AND NATIONAL SALES:

sales@groupealta.com

salesbc@groupealta.com

CUSTOMER SUPPORT SERVICES:

support@groupealta.com

GENERAL INQUIRIES:

info@groupealta.com

LEGAL:

legal@groupealta.com