



PRIVACY STATEMENT AND POLICY

Tazama Co.SM provides a protective privacy policy regarding e-mail addresses and personal information.

Tazama Co.SM collects and analyzes aggregate information of visitors, including the domain name, visited surveys, referring URLs, and other publicly available information. We use this information to help improve our website and services, and to customize the content of our pages for each individual customer.

We provide the most advanced survey building tools for small to medium sized businesses, not-for-profit organization, charitable foundations, research companies and consultants. We do not sell or make available specific information about our clients, their clients, or either of their data, except in cooperation with law enforcement bodies in regards to content violations or violations of applicable laws. We maintain a database of user information which is used only for internal purposes such as technical support, notifying members of changes or enhancements to the service.

Tazama Co.SM uses secure services for online credit card payment transactions and does not record or store credit card information on its site or servers.

ACCESS

Tazama Co.SM provides its Research clients and its Editing/Writing clients with the means to ensure that their personal information is correct and current. You may review and update this information at any time by logging into the secure registered account through the Client Registration ID Portal. There, you can:

1. View and edit personal information you have already provide to Tazama Co.SM.
2. Check your account status.
3. Review surveys and Statistical Analysis pertaining to your research project or editing/writing project.
4. Purchase surveys and other research-oriented information on research software.
5. Tell us whether you want us to send you any information, or whether you want third parties to send you their offers by postal mail.

ELECTRONIC PRODUCT REGISTRATION

When you buy and install a new product, we may ask you to register your purchase electronically. When you do, we merge your registration information with any information you've already provided (your personal profile). If you haven't previously registered with us, we create a personal profile for you from your product registration information. If you ever want to review or update that information, you can visit the Research Client Registration ID portal, click on 'Update Profile', and edit any of the Personal Information in your profile. If you haven't already created a Research Client Registration ID, we will ask you to do so. This ensures that only you can access your information.

RESEARCH and EDITING/WRITING CLIENT PROFILES

As mentioned above, every registered Marketing Research client and/or Editing/Writing client has a unique personal profile. Each profile is assigned a unique personal identification number, which helps us ensure that only you can access your profile.

When you register, we create your profile, assign a personal identification number, then send this personal identification number back to your hard drive in the form of a cookie, which is a very small bit of code. This code is uniquely yours. It allows you to access the secure limited-access research area of Tazama Website (www.tazama.ca) allowing you to download software, upload/download documents or purchase products and/or services. Even if you switch computers, you won't have to re-register - just use your Client Registration ID and password to identify yourself.

WHAT WE DO WITH THE INFORMATION YOU SHARE

When you join Tazama Co.SM as a research client, you provide us with your contact information, including your name and email address. We use this information to send you updates about your order, questionnaires to measure your satisfaction with our service and announcements about new and exciting services that we offer. When you order from us, we ask for your credit card number and billing address. We use this information only to bill you for the product(s) you order at that time. For your privacy and security purposes, we do NOT save your credit card or billing information on our servers.

1. GENERAL

It is important to Tazama Co.SM to help our clients retain their privacy. All the information shared between Tazama Co.SM and its clients, partnerships or collaborations is private and protected. To protect your privacy, Tazama Co.SM follows different principles and guidelines in accordance with practices for client privacy and data collection.

1. Tazama Co.SM (the "Company" or "We") and www.tazama.ca Web site (the "Web site") will not sell or give away your name, mailing address, phone number, email address or any other information to anyone.
2. The Company uses state-of-the-art security measures to protect your information from unauthorized users.

3. On the rare occasion, if and when Tazama Co.SM needs to share personal information or data particulars with a trusted professional partner regarding a project for the sole purpose of completing the project, Tazama Co.SM will communicate and debrief this to the client and attain consent before proceeding. The professional partner (the "third party") will not have access to the Company's database or raw research data. The Third party must return and destroy all records (personal information and data particulars) shared with them for this purpose.

NOTICE

The Company will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you create a Registration ID on the site or when you order email newsletters or join the limited-access premium marketing research site. We use your Personal Information for specific purposes:

1. To make the site easier for you to use by not having to enter information more than once.
2. To help you quickly find research software, services or information.
3. To help us create content and provide products or services that improve the client user experience (UX).
4. To alert you to special offers, updated information and other new services from Tazama Co.SM

CONSENT

Registration grants access to areas that require Client Registration ID (Marketing Research portal or the Editing & Writing portal). Registration provides you with the option to select which type of information, service or product you want to receive or purchase (e.g., subscribing to our quarterly newsletter, buying research papers, submitting work for editing/writing, offerings, events, etc.).

If you decide not to register or provide personal information, you can still use most of www.tazama.ca and still access Tazama Co.SM services. Also, if you do not want us to communicate with you about other offers regarding Tazama Co.SM products, programs, events, or services by email, postal mail, or telephone, you may either un-check or select the opt-out option ("Unsubscribe Me Now") that is presented in every email indicating that you do not wish to receive marketing or any communication information from Tazama Co.SM.

SECURITY

Tazama Co.SM has taken strong measures to protect the security of your personal information and to ensure that your choices for its intended use are respected and upheld. We take strong precautions to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

Tazama Co.SM strictly protects the security of your personal information and its intended use. We carefully protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction. Your personal information is never shared outside the company without your

permission, except under conditions explained above. Inside the Company, data is stored in password-controlled servers with limited access. Your information may be stored and processed in Canada or any other country where Tazama Co.SM, its subsidiaries or agents are located.

Tazama Co.SM uses secure services for online credit card payment transactions and does not record or store credit card information on its site or servers. We guarantee your e-commerce transactions to be safe and secure. When you place orders or access your personal account information, you're utilizing secure server software SSL, which encrypts your personal information before it's sent over the Internet. SSL is one of the safest encryption technologies available.

In addition, your transactions are guaranteed under the Fair Credit Billing Act. This Act states that your bank cannot hold you liable for more than \$50.00 in fraudulent credit card charges. If your bank does hold you liable for \$50.00 or less, we'll cover your liability provided the unauthorized, fraudulent use of your credit card resulted through no fault of your own and from purchases made from us over our secure server. In the event of unauthorized use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures.

You also have a significant role in protecting your information. No one can see or edit your personal information without knowing your user name and password, so do not share these with others.

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We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Tazama Co.SM will not disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Tazama Co.SM or the site; (b) protect and defend the rights or property of Tazama Co.SM, its parent company and its family of Websites, and, (c) act in urgent circumstances to protect the personal safety of users of Tazama Co.SM, its Websites, or the public.

NOTICE TO PARENTS

Parents or guardians: we want to help you guard your children's privacy. We encourage you to talk to your children about safe and responsible use of their Personal Information while using the Internet. More information about youth privacy can be found on the Office of the Privacy Commissioner of Canada website, http://www.priv.gc.ca/index_e.asp

Tazama Co.SM Web site (www.tazama.ca) does not publish content that is targeted to children. However, if you are concerned about your children providing Tazama Co.SM any personal information without your consent, Tazama Co.SM offers a secure limited-access Children's account (for the sole purpose of providing our services for their personal brand, business, project, charity or foundation). It allows parents to give parental consent for the collection, use and sharing of children's (ages 12 and under) personal information online.

ENFORCEMENT

If for some reason you believe Tazama Co.SM has not adhered to these principles, please notify us by email at admin@tazama.ca, and we will do our best to determine and correct the problem promptly. Be certain the words "Privacy Policy" are in the Subject line.

Questions regarding this policy and terms of use may be sent to admin@tazama.ca