

TOUCANWIN.COM PRIVACY POLICY

EFFECTIVE 4/28/2022

OUR COMMITMENT TO PRIVACY

Our Privacy Policy has been developed as an extension of our commitment to combine quality products and services with integrity in dealing with users. The Policy is designed to assist you in the understanding how we collect, use and protect the personal information provided to us

ToucanWin.com has created this privacy statement to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices for ToucanWin.com.

INFORMATION COLLECTION AND USE

ToucanWin.com is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement.

When you visit ToucanWin.com, we collect two types of information: personal information you actively choose to disclose (“Active Information”) and Use information collected, in a way not visible to you, on an aggregate anonymous basis as you and other users browse our site (“Passive Information”).

PERSONALLY IDENTIFIABLE INFORMATION (PII)

PII refers to information that lets us know specifically about you, i.e., profile information. Use of the site requires you to disclose the following information: Name, Address, and Phone Number

We use secure socket layer (SSL) encryption to protect the transmission of the information you submit to us when you use our secure online forms. The information you provide to us is stored securely.

REGISTRATION

When you register to become an authorized user of our products or services, we will collect Personally Identifiable Information (name, address, email address, and telephone number). This Personally Identifiable Information is securely stored and may be accessed on our website. You are assigned an identification number and select your password – both are needed to enter the site and to access your Contact Information. Please safeguard your password in a secure location as we are not responsible for breaches into the system when access is willingly provided.

ORDERING

When you order products, we collect Personally Identifiable Information (name, contact and billing information, credit card, and other transactional information). We use this information to deliver your order, process payment, and communicate your order's status.

CREDIT CARD STORAGE

Credit card information collected at registration or for orders is used only to process payment for the transaction and, generally, is not retained on our site. However, you may voluntarily elect to securely store multiple credit cards to be used for future orders.

SURVEYS AND PROMOTIONS

Occasionally, you may voluntarily provide Personally Identifiable Information to complete surveys and questionnaires or participate in user polls. We use this information to improve our products and services and ensure that we provide accurate disclosures. We may also use your Personally Identifiable Information to provide newsletters and other marketing information that coincides with your preferences. You may customize your marketing preferences or let us know if you do not wish to receive any promotional materials by adjusting your Subscription & Email options on the site.

AGGREGATE INFORMATION

This refers to information that does not, by itself, identify you as a specific individual. Such information would include the Uniform Resource Locator (“URL”) of the website that referred you to our Site, your Internet Protocol (“IP”) address (a number automatically assigned to your computer whenever you surf the web), your operating system and browser type, and any search terms that you enter on our site.

Our web server aggregates this information to monitor the activity level on our site, evaluate its effectiveness, and improve the content of our site to make your visit an easy and enjoyable experience.

We may collect, compile, store, publish, promote, report, or otherwise disclose or use any Aggregate Information, provided that such information does not personally identify you. We do not correlate any Personally Identifiable Information with the Aggregate Information that we collect on our site. If we do correlate any Aggregate Information to you, it will be protected like any other Personally Identifiable Information under this Privacy Statement.

REGISTRATION

During registration, a user must give their contact information. This information is used to contact the user regarding services they have expressed interest. Passwords are collected to verify the user's identity. It is optional for the user to provide demographic information, but the user is encouraged to do so so that we can provide a more personalized experience on our site.

PURCHASES

This site uses order forms for customers to purchase products, and services. We collect customers' financial information (like their account number, billing address or credit card numbers). This information is used to bill the customer for products and services. If we have trouble processing an order, this information is used to contact the customer.

COOKIES

Cookies are a feature of the web browser software that allows web servers to recognize the computer used to access a site. They are small pieces of data stored by a user's browser to simplify subsequent interactions with the site. This makes it easier for users to move from site to site and complete transactions over the Internet. Cookies should make your online experience easier and more personalized.

Our site utilizes cookies to collect information about how our site is used. Passive Information gathered may include the date and time of visits, the site pages viewed, time spent at our site, and

the sites visited just before and just after visiting our site. If you do not wish to transmit "cookie" information about yourself, you may turn off the cookie function in your web browser.

Our servers automatically identify your computer by its Internet Protocol address, a unique string of numbers assigned to your computer by your Internet Service Provider. The IP address may address problems with our server or gather broad demographic information about our users. We passively collect your IP Address.

LOG FILES

We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use.

SHARING INFORMATION WITH THIRD PARTIES

We may disclose anonymous information about user habits on our site. The parties who perform services for us (credit card processors, merchant banks, Internet Service Providers) have access to your information in performing such services. Should we buy or sell assets of our company, another company may need to review our company's assets, which might include your information, to make business decisions as to whether to acquire such assets.

SHARING INFORMATION WITH THE GOVERNMENT OR AS OTHERWISE REQUIRED BY LAW

We may be required by subpoena, law, or a government agency to disclose both Active and Passive Information you have provided to us.

LINKS AND ADS

We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects personally identifiable information. This privacy statement applies solely to information collected by this Web site.

SECURITY

This website takes every precaution to protect our users' information. When users submit sensitive information via the website, their information is protected online and offline. While we use SSL encryption to protect sensitive information online, we also do everything to protect user-information offline. All of our users' Information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information.

Furthermore, all employees are kept up-to-date on our security and privacy practices. Every quarter, as well as any time new policies, are added, our employees are notified and reminded about the importance we place on privacy and what they can do to ensure our customers' information is protected. This site has security measures to protect against the loss, misuse, and alteration of the information under our control.

ACCOUNT INFORMATION

We send the user financial account notices (such as monthly statements or overdue invoices). Users are not able to un-subscribe from these notices, which contain important information about their account. We communicate issues relating to their account via email, fax, USPS, and phone. In some instances, account information may be shared with collection agents.

CORRECTION/UPDATING PERSONAL INFORMATION

If a user's personally identifiable information changes (such as your zip code), or if a user no longer desires our service, we provide a way to correct, update or remove that user's personal data provided to us. This can be done at the user's Account Administration page or by contacting Technical Support.

NOTIFICATION OF CHANGES

If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

YOUR CONSENT

By using our websites, you consent to our use of information that is collected or submitted as described in this online privacy policy. We may change or add to this privacy policy so we encourage you to review it periodically. We will include the date the privacy policy was last updated.

OUR COMMITMENT TO DATA SECURITY

We have appropriate physical, electronic and procedural security safeguards to protect and secure the information we collect.

SECURE SOCKETS LAYERING (SSL)

We utilize the latest and most secure version of Secure Sockets Layer (SSL) encryption technology. This technology safeguards your personal Information and guarantees privacy. It encrypts all of your personal information, including payment information, name, email address and mailing address, so that it cannot be read as the information travels over the Internet. SSL technology is the industry standard for secure online transactions.

CHILDREN'S PRIVACY PROTECTION

ToucanWin.com is committed to protecting children's privacy on the Internet and we comply fully with the Children's Online Privacy Protection Act (COPPA). We do not knowingly collect personally identifiable information from children under the age of 13. Our products are not intended for anyone less than 18 years of age, and by ordering from our site, you represent that you are an adult.

We take special care to protect the privacy needs of children and encourage parents to be active participants in their child's online activities. If we discover personal data from a child through our site, we will eliminate that data. You may learn more about protecting children's privacy online by visiting: <https://www.ftc.gov/news-events/news/press-releases/2009/03/protect-your-kids-privacy-online>.

CHANGES TO THIS STATEMENT

Any updates or changes to the terms of this Privacy Statement will be posted on our site, and the date of the newest version will be posted below. Please check back frequently, especially before submitting any Personally Identifiable Information at our site, to see if this Privacy Statement has changed. By using our site, you acknowledge acceptance of this Privacy Statement in effect at the time of use.

YOUR USE OF OUR SITE MEANS THAT YOU ACCEPT THE PRACTICES OUTLINED IN THIS POLICY. YOUR CONTINUED USE INDICATES YOUR AGREEMENT WITH THE CHANGES.