

# Vitrium Systems Inc. Privacy Policy

**October 20, 2006**

At Vitrium Systems Inc. (hereafter “Vitrium”) we recognize that privacy is important. This privacy policy (hereafter, “Policy”) applies to all websites, products and services offered by Vitrium. We have created this Policy in order to demonstrate our commitment to customer and visitor privacy. Because we gather important information from our visitors and customers, we have established this Policy as a means to disclose our information gathering and dissemination practices. If you have objections to the terms of this Policy, you should not use any of Vitrium’s websites, products and services. All users of Vitrium’s websites, products and services are expected to have read and agreed to the Vitrium Systems Inc. [Terms of Use](#). We reserve the right to change this Policy.

Private customer information will be governed by the current Personal Information Protection Act (PIPA) legislation. Vitrium is bound, by the Canadian PIPA, to notify customers about any breach of personal information, using the notification procedures described by law.

The official language for Vitrium is English. As such, this Policy and all related documents have been written in English.

If you have any questions about this Policy, please feel free to [contact us](#) through our website or write to us at Privacy Policy, Vitrium Systems Inc., 502 – 1168 Hamilton Street, Vancouver, British Columbia, V6B 2S2, Canada.

## **Information we collect and how we use it:**

This Policy applies to data collected by Vitrium through its websites, products and services - specifically the protectedpdf service, including all subsidiary applications.

1. **Customized Content.** Vitrium collects and uses your personal information to operate Vitrium Systems Inc., vitrium.com, the suite of protectedpdf products and to deliver any services requested. These services may include the display of customized content and advertising based upon the information we have collected.
2. **Protectedpdf ‘Secure’ Document Communication.** When you open a ‘secure’ protectedpdf document the following information is communicated from the document to the protectedpdf server:
  - i. *Credentials (often username and password pair but can be others).* This information is entered by the reader into the document. Any password submitted is encrypted.
  - ii. *IP Address* of the reader who is accessing the document.
  - iii. *The document ID*, a unique identifier for the document.
  - iv. *Time Stamp* generated at the time of accessing the document.
  - v. *Global Unique Identifier (GUID)*, a system-generated unique number that is placed in the Adobe Cookie space on the reader’s computer. The GUID is used to identify the computer (not the reader).

3. **Protectedpdf 'Survey' Document Communication.** When you open a 'survey' protectedpdf document the following information is communicated from the document to the protectedpdf server:
  - i. *The information entered (if any)*, by the reader, into the form fields included in the document. This could be information ranging from name, email address and company name to title and industry (questions and fields the publisher includes in the document form).
  - ii. *IP Address* of the reader who is accessing the document.
  - iii. *The document ID*, a unique identifier for the document.
  - iv. *Time Stamp* generated at the time of accessing the document.
  - v. *Global Unique Identifier (GUID)*, a system-generated unique number that is placed in the Adobe Cookie space on the reader's computer. The GUID is used to identify the computer (not the reader).
4. **Cookies.** When a reader first accesses a protectedpdf document the protectedpdf server places a cookie on the reader's computer, in the Adobe Cookie space. The information contained in the cookie is a Global Unique Identifier (GUID), a system-generated unique number used to identify the computer (not the reader of the document).
5. **Commonly-Entered Information.** In addition to the GUID, commonly-entered reader information is stored in the Adobe Cookie space (title, email address etc.).
6. **Customer Contacting.** Vitrium may use the information collected to contact customers regarding interest in the company's activities or to supply the customer with information about the company, its partners, promotions and events. Any use of such information within Vitrium will remain subject to the limitations of this Policy.
7. **Contact Information.** Vitrium requires customers registering for its services to supply:
  - i. Their contact information, such as name, company name, address, phone numbers and e-mail address. Vitrium may use the collected email address to convey information regarding product updates, services and the company and/or to send a customer newsletter.
  - ii. Financial qualification and billing information, such as billing details, credit card number and the number of users within an organization who will be using our site.
8. **Additional Personal Information:** Every time a registration is made on a Vitrium website or for a Vitrium product or service, the user may be asked for:
  - i. Additional personal information, such as title, department name and fax number.
  - ii. Additional company information, such as annual revenues, number of employees and industry.

Customers can opt out of providing this additional information by not entering it when asked.

9. **Internet Address:** Vitrium also collects Internet address information from visitors to and customers of its websites. This information is logged to help diagnose technical problems

and to administer the websites, in order to constantly improve the quality of Vitrium's service.

10. **Customer Opt-out:** Customers can opt out of being contacted by Vitrium, or receiving information from Vitrium, at any time by sending an email to [info@vitrium.com](mailto:info@vitrium.com).