

## PRIVACY POLICY

Key Survey, Extreme Form, and WorldAPP360 are the official trademarks of WorldAPP, Inc ("WorldAPP"). Your use of the [www.extremeform.com](http://www.extremeform.com), [www.keysurvey.com](http://www.keysurvey.com), [www.worldapp360.com](http://www.worldapp360.com), and [www.worldapp.com](http://www.worldapp.com), [www.keysurveyau.com](http://www.keysurveyau.com), [www.keysurvey.fr](http://www.keysurvey.fr), [www.keysurvey.sg](http://www.keysurvey.sg) and [www.keysurvey.co.uk](http://www.keysurvey.co.uk), [www.keysurvey.co.za](http://www.keysurvey.co.za), [www.keysurvey.com.ua](http://www.keysurvey.com.ua), <http://customer-survey-software.com>, <http://employee-survey-software.com> and <http://keysurveyservices.com> sites are governed by WorldAPP's Terms of Use and this Privacy Policy. The purpose of this Privacy Policy is to disclose what information we collect, how the information you may provide to WorldAPP is used by the company, and how such information is both protected and made available on our Web sites.

We may update this privacy statement to reflect changes to our information practices. If we make any material changes we will notify you by email (sent to the e-mail address specified in your account) or by means of a notice on this Site prior to the change becoming effective. We encourage you to periodically review this page for the latest information on our privacy practices.

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## Information We Collect When You Register

WorldAPP collects your Name, Company name, Title, Phone, and Email address when you request product information or support from WorldAPP. If you register for an account on Extreme Form or Key Survey we will also collect the Username (your email address by default) and Password you create for your account.

## Information We Collect When You Purchase

WorldAPP collects your First Name, Middle Name, Last Name, Phone, E-mail, Company, Address, and CC information when you purchase services on Extreme Form or Key Survey.

## How We Use Your Information

We use the information we collect from you to automatically pre-populate some variables in applications, specifically:

Your email is used as the application login, as a default value in "From Field" when you set-up e-mail campaigns, and as a default e-mail for application updates and alerts.

We use your personal information to contact you personally through phone or e-mail regarding your application account or to respond to your request.

During the period of your subscription and for up to 2 months after the request/subscription expiration to periodically send you WorldAPP related e-mail communications that contain application hints/tips, corporate news and updates and/or invites to webinars/training sessions.

You may opt-out of receiving WorldAPP newsletters at any time by following the instructions provided with it, updating your user profile, or by sending us an email. We will make sure to process your request within 10 business days.

We also use aggregate information to determine what is of interest to our users as a group, and thereby improve our website.

## Testimonials

With your consent we may post your testimonial along with your name on the [www.extremeform.com](http://www.extremeform.com), [www.keysurvey.com](http://www.keysurvey.com), [www.worldapp360.com](http://www.worldapp360.com), and [www.worldapp.com](http://www.worldapp.com), [www.keysurveyau.com/](http://www.keysurveyau.com/), [www.keysurvey.fr](http://www.keysurvey.fr), [www.keysurvey.sg](http://www.keysurvey.sg) and [www.keysurvey.co.uk](http://www.keysurvey.co.uk), [www.keysurvey.co.za](http://www.keysurvey.co.za), [www.keysurvey.com.ua](http://www.keysurvey.com.ua), <http://customer-survey-software.com>, <http://employee-survey-software.com> and <http://keysurveyservices.com> sites. If you want your testimonial removed please contact us at **(781) 849-8118** or send an e-mail to [support@worldapp.com](mailto:support@worldapp.com).

## Descriptive References

WorldAPP is authorized to make descriptive references to Customer's company name and URL on [www.extremeform.com](http://www.extremeform.com), [www.keysurvey.com](http://www.keysurvey.com), [www.worldapp360.com](http://www.worldapp360.com), and [www.worldapp.com](http://www.worldapp.com), [www.keysurveyau.com/](http://www.keysurveyau.com/), [www.keysurvey.fr](http://www.keysurvey.fr), [www.keysurvey.sg](http://www.keysurvey.sg) and [www.keysurvey.co.uk](http://www.keysurvey.co.uk), [www.keysurvey.co.za](http://www.keysurvey.co.za), [www.keysurvey.com.ua](http://www.keysurvey.com.ua), <http://customer-survey-software.com>, <http://employee-survey-software.com> and <http://keysurveyservices.com> sites and collateral promotional materials.

All references to Client's name and URL will inure the benefit of Client.

If you want your company name and URL removed please contact us at **(781) 849-8118** or send an e-mail to [support@worldapp.com](mailto:support@worldapp.com).

## Miscellaneous Information

WorldAPP retains all records of your orders, forms and reports you have completed, and other miscellaneous account information for you. This has been done solely for the information and benefit of Extreme Form and Key Survey users. This data is not accessible to anyone and any company outside WorldAPP besides you, the User.

## Survey / Form Data

When you publish your forms or surveys on the Extreme Form and Key Survey servers, we will provide you with a unique URL to display your forms or surveys. WorldAPP will not provide this URL to any other person or entity, but will provide your form to any web browser requesting your unique URL. WorldAPP has the right to review your form contents for violations of our Terms of Use. If WorldAPP determines your form is in violation of Terms of Use we will attempt to contact you and reserve the right to delete your form and results from our systems.

WorldAPP will not attempt to read your form results at any time unless explicitly instructed to do so by you. We do not own the contents of the data for your form. WorldAPP will only have access to your forms for purposes of backup and troubleshooting. When WorldAPP receives your form results, we will store them in a secure location. We will only allow your form results to be downloaded directly into your desktop software. WorldAPP has extensive security measures in place to protect your results while stored on our servers and we will prosecute any attempt to access this information without authorization.

## Data Retention

We will retain your information for as long as your account is active or as needed to provide you services. If you wish to cancel your account or request that we no longer use your information to provide you services contact us at [support@worldapp.com](mailto:support@worldapp.com). We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

## Web-Server Log and Cookies

WorldAPP collects information about the areas and pages of the websites you visit. We also collect information such as your operating system, browser version and the size of your screen. We analyze this data to determine what is of interest to our customers as a group, and thereby improve our website. This information is collected in the form of the usual web server logs and cookies. WorldAPP also collects this information to make the website viewable and useful for the majority of our clients.

Our websites utilize session cookies to make it easier for you navigate our web sites. This is an encrypted number generated when you visit any site that supports sessions. Session ID cookies expire when you close your browser. We also utilize persistent cookies to help us track your sessions and store persistent information to make your visit to our site smoother. This cookie is saved permanently at your PC. This data does not contain any secure information (just an encrypted string). Additionally, we set a cookie when you log in to make further logging to our system a little easier. At no time are cookies used to track where you have been either before or after your visit to our websites. No other website can access any information about you from the cookies we may

store on your local computer. We do not share cookies, as well as any type of information, with any other companies. You can remove persistent cookies by following directions provided in your Internet browser's "help" file. If you reject cookies, you may still use our site, but your ability to use some areas of our site may be limited.

The use of cookies by our service providers is not covered by our privacy statement. We do not have access or control over these cookies. Our service providers use session ID cookies to make it easier for you to navigate our site and in order for you to use the shopping cart.

## Web Beacons

We use third party partners who employ a software technology called Web Beacons, that help us better manage content on our site by informing us what content is effective. Web Beacons are tiny graphics with a unique identifier, similar in function to cookies, and are used to track the online movements of Web users. In contrast to cookies, which are stored on a user's computer hard drive, Web Beacons are embedded invisibly on Web pages and are about the size of the period at the end of this sentence. We do not tie the information gathered by clear gifs to our customers' personally identifiable information.

## Important Note for European Visitors

Please note that WorldAPP may transfer the collected information outside the European Economic Area for use for any of the purposes described herein. By using our web site and providing us with your personal data, you consent to such transfer of your personal data.

## Children's Information

WorldAPP does not target its web site to children, and we will never knowingly collect personally identifiable information from children without obtaining prior verifiable parental consent. If we become aware that a subscriber is under the age of 13 and has registered without prior verifiable parental consent, we will remove their personally identifiable information from our files.

## Access to Your Information

If your personally identifiable information changes, or if you no longer desire our service, you may correct, update, delete or deactivate it by making the change on our member information page or by emailing our Customer Support at [support@worldapp.com](mailto:support@worldapp.com), by contacting us by telephone **(781) 849-8118** or postal mail at the contact information listed below. We will respond to your request to access within 24 hours from the moment we received it. If it cannot be process within 24 hours — we will notify you accordingly.

## How We Protect Your Information

Any information collected and processed by WorldAPP is treated with the utmost confidentiality. WorldAPP will not share, sell or rent out any personal information gathered from clients. We will make no public release of any personal information that is collected through our proprietary form tool. All company-specific information gathered through Extreme Form and Key Survey will be the property of the customer.

## Service Providers

We use other third parties such as an email service provider to send out emails on our behalf, and a payment processing company to bill you for services. We only share the information we collect with the third parties for the purposes of providing that service.

## Security

If you choose to upgrade your account on Extreme Form or Key Survey via logging into your account, you do so over a secure connection utilizing Secure Sockets Layer (SSL). This ensures that your personal information is not at risk. We do not store your credit card information. All transactions are executed with VeriSign technology, a Web-based transaction management tool. When you register with us or log in to our website, you can use a secure connection, ensuring that no one can steal your username and password, and use that to access any other information about you.

We follow generally accepted industry standards to protect the personally identifiable information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

If you have any questions about security on our Web site, you can send email us at [support@worldapp.com](mailto:support@worldapp.com).

## Email Non-disclosure

Our e-mail notification system stores your e-mail addresses on our server in a secured location. These e-mail addresses are kept on the server for tracking and click notification purposes. Much like form data, these addresses are yours, not the property of WorldAPP. Our Customer Support team may examine these lists for support and troubleshooting purposes. WorldAPP will never use or sell these e-mail addresses to anyone; any attempt to access your e-mail addresses without your authorization will be prosecuted.

When you provide your email address to receive WorldAPP newsletters we will only use your email to send the newsletter to you. You may opt-out of receiving WorldAPP newsletters at any time by following the instructions provided with it, updating your user profile, or by sending us an email. We will make sure to process your request within 10 business days.

## Referrals

If you choose to use the Extreme Form or Key Survey referral service to refer a company to our site, we will ask you for you and your contact's name, phone number and email address. We will make one attempt to contact the referred company using the data you provided. WorldAPP stores this information for the purpose of sending contact emails and tracking the success of our referral program. If we are contacting you because your email address was submitted to us via our referral service and wish to request your email address no longer be used by us, you may do so by contacting us at **(781) 849-8118** or email us at [support@worldapp.com](mailto:support@worldapp.com).

## Public Forums

Our Web site offers publicly accessible blogs or community forums. You should be aware that any information you provide in these areas may be read, collected, and used by others who access them. To request removal of your personal information from our blog or community forum, contact us at [community@worldapp.com](mailto:community@worldapp.com) and preferably cc [support@worldapp.com](mailto:support@worldapp.com).

## Live Chat

We use live chat to assist you with any product or service related questions or if you need support/technical assistance. In order to provide you with support, our live chat support agents will ask you for personal information such as name and emails address. If our live chat is offline we will collect your name and email address so that we may reply to your request later.

## Anti SPAM Policy

The information we collect is never sold, rented out, leased, traded, swapped, marketed, exchanged, bartered, distributed, or disclosed in any way. WorldAPP and its users agree to never initiate any SPAM emailing. WorldAPP anti-spam policy falls in compliance with US CAN-SPAM Act of 2003 S. 877

## Third Party Web Sites

WorldAPP websites may contain links to Internet sites and services that are maintained by third parties. Those sites may have privacy and security policies that are different from those followed by WorldAPP. WorldAPP has no control over those sites and is not responsible or liable for the policies and practices followed by such third parties. When you visit any site outside the WorldAPP sites this Privacy Policy is no longer valid, while the Privacy Policy of the current site you are visiting comes into force.

## Third Party Advertisers

WorldAPP sometimes uses a third party to serve advertisements on our sites. We do not share Web site usage information or tie personal information about users for the purpose of targeting these advertisements.

## Legal Disclosure

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and/or to comply with a judicial proceeding, court order, or legal process served on our Web site.

## Contact Us

If you have any questions or comments about our Privacy Policy, please contact us at [support@worldapp.com](mailto:support@worldapp.com).

You can also send your request by mail:

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