

## **Privacy Policy**

This privacy policy discloses the practices for Geek On Click ("Geek on Click ") to protect privacy for users of its Service.

From herein, the "Service" is defined as the user support services owned and operated by Geek On Click LLC. Submitting your information on our website constitutes acceptance of this privacy Policy.

**1) INFORMATION COLLECTION AND USE:** Geek On Click is the sole owner of the information collected through the web site/phone/e-mail. We will not sell or rent this information to others in ways different from what is disclosed in this policy. Geek On Click collects information from the users at several different points through our toolbar.

**a) Personal Information:** We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. In order to use the Geek On Click Service user must first complete the registration form. During registration user is required to give user contact information (such as First and Last name, E-mail address, Postal address, Personal identifier etc.). Geek On Click will use your contact details to contact you regarding the product and/or services you have requested. This includes re-registration/renewal notifications, special offers, and surveys on improving our service.

**b) Payment information:** At the time of a user registration of any service provided by Geek On Click , we will collect all credit card information and any other payment information necessary to complete payment. The client will also be requested to submit echosign via email or fax to avoid and prevent any fraudulent transactions. This guarantees confidentiality of our client's personal information. All payments will be processed under our secure merchant processor and will display on the clients statement as www.Geek On Click .com only.

**c) Computer System Information:**

**i) Subscriber Computer:** We may also ask for information related to your computer. This may include: information about the date of purchase of your computer, type of computer, identification number of your computer, make and model of your computer and/or any computer hardware, software or peripherals attached to it, condition of the computer, system and registry data about software installations and hardware configurations, and error tracking files. Generally, this information is required to provide personalized technical support to you, and to help us update our support tools and enhance our supported products list.

**ii) Remote Access:** While requesting support you may request for the problem to be resolved by taking control of your computer. Geek On Click uses qualified tools which allow user to grant control of user computer to an Expert remotely over the Internet, so that the Expert can diagnose or correct problems. Experts are not allowed to use the Remote Access software until and unless they have received adequate training in its use, and user have consented to grant control. In addition, Experts will not use Remote Access tools to obtain confidential or sensitive information stored on user computer or network, deliberately destroy information on user computer or network, or cause user to experience system problems.

**iii) Diagnostic Tool:** Some Geek On Click online diagnoses application may collect a wide variety of useful information about the state of a computer system and the applications on it. This information is packaged into a document containing all the essential details needed by Geek On Click and is sent securely over the Internet to the Geek On Click server or a third party server appointed by Rescue Click. Geek On Click analyzes this information to help diagnose and solve end-user problems. Information collected by the Geek On Click application will not contain any sensitive information such as Web sites visited, e-mail messages, e-mail addresses sent to, passwords, profiles, etc.