

ClickSoftware believes strongly that every person has the right to privacy. When using our website, services and/or products, you may give us information. ClickSoftware asks for and maintains information on its visitors and customers to provide a better, more personal experience. It is our guarantee that ClickSoftware will never sell or trade any of the information accumulated through the course of business about web visitors, customers or other contacts.

Privacy is very important to ClickSoftware. This privacy statement describes the conduct and practices of ClickSoftware as it applies to ServiceTycoon clients and visitors.

Click Software, Inc. is a licensee of the TRUSTe Privacy Program. TRUSTe is an independent, organization whose mission is to build user's trust and confidence in the Internet by promoting the use of fair information practices. This privacy statement only covers the Web site www.servicetycoon.com and not the application after logged in. Information collected within the application after logging is not covered by ServiceTycoon. Please contact servicetycoonsupport@clicksoftware.com if you have privacy related questions regarding your account. Because this Web site wants to demonstrate its commitment to your privacy, it has agreed to disclose its information practices and have its privacy practices reviewed for compliance by TRUSTe.

If you have questions or concerns regarding this statement, you should first contact servicetycoonsupport@clicksoftware.com or 35 Corporate Way Suite 140, Burlington, MA 01803. If you do not receive acknowledgement of your inquiry or your inquiry has not been satisfactorily addressed, you should contact TRUSTe at <http://watchdog.truste.com/pvr.php?page=complaint&url=>

TRUSTe will then serve as a liaison with us to resolve your concerns.

Information Gathered

Click Software or our clients are the owners of the information collected on the Sites covered by this Privacy Statement. These sites collect personal information such as name, email and phone number. from our users at several different points on the Site.

Based upon the personally identifiable information you provide us, we will send you a welcoming email to verify your username and password. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone, in accordance with your wishes. We may also send you a promotional marketing email or newsletter, and if you choose to opt-out, please unsubscribe by following the instructions in the email.

Access to Personally Identifiable Information

If your personally identifiable information changes, you may correct it by emailing us at the information above.

The ClickSoftware system will gather information such as what kind of browser a visitor is on, what operating system they are using, their IP address, and their clickstream information (for example, which

pages they have viewed and how long they have been there). Note that information is only gathered while the visitor is on the website in question -- in this case www.ServiceTycoon.com. ClickSoftware monitors how a visitor arrives at the website, but cannot and will not gather information about other sites the visitor has been on.

Usages of Info

ClickSoftware collects identifying information when you use certain ClickSoftware products or services, when you visit www.ServiceTycoon.com web pages or when you enter promotions or contests.

Service Providers

We use a third party to provide online chat services. When you sign up for these services, we will share your personal information as necessary for the third party to provide that service.

The only time ClickSoftware, its partners, subsidiaries, agents, officers or employees would provide specific information to anyone is if required to do so by law, and even then only to the proper authorities. 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

The Company does not share, sell, rent, or trade PII with third parties for their promotional purposes.

If you use a bulletin board, blog, or chat room on this Web site, you should be aware that any personally identifiable information you submit there can be read, collected, or used by other users of these forums, and could be used to send you unsolicited messages. We are not responsible for the personally identifiable information you choose to submit in these forums. We also have testimonials and case studies on our site, for which the individuals have given permission to post their personal information along with their testimonial.

Security

The security of your personal information is important to us.

We follow generally accepted industry standards to protect the personal 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.

Links to Other Sites

This Web site contains links to other sites that are not owned or controlled by us. Please be aware that we are not responsible for the privacy practices of such other sites.

We encourage you to be aware when you leave our site and to read the privacy statements of each and every Web site that collects personally identifiable information.

This privacy statement applies only to information collected by this Web site.

Log Files

As is true of most Web sites, we gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We use this information, which does not identify individual users, to analyze trends, to administer the site, to track users' movements around the site and to gather demographic information about our user base as a whole.

We do not link this automatically-collected data to personally identifiable information.

We use a third-party tracking service **LivePerson** that uses cookies to track non-personally identifiable information about visitors to our site in the aggregate to track usage and volume statistics of our site.

Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We use cookies on this site. We do not link the information we store in cookies to any personally identifiable information you submit while on our site.

We use both session ID cookies and persistent cookies. We use session cookies to make it easier for you to navigate our site. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browser's "help" file.

We set a persistent cookie to store your passwords, so you don't have to enter it more than once. Persistent cookies also enable us to track and target the interests of our users to enhance the experience on our site.

If you reject cookies, you may still use our site, but your ability to use some areas of our site, such as contests or surveys, will be limited.

Some of our business partners use cookies on our site. We have no access to or control over these cookies. See "Third Party Advertisers."

This privacy statement covers the use of cookies by **Live Person** only and does not cover the use of cookies by any third party business partner.

Changes to This Privacy Policy

If we later materially change our Privacy Policy, we will post those changes on our Web site so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

We reserve the right to modify this privacy statement at any time, so please review it frequently. If we make material changes to this policy, we will notify you here, by email, or by means of a notice on our home page.

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