



CUSTOMER PRIVACY & SECURITY POLICY

For Customer Data and Personal Information

APRIL 2023

The following information outlines the privacy and security of customer data and personal information provided to **Book Systems, Inc.** (hereinafter referred to as "BSI").

General Privacy

BSI will not rent, sell, or give away any of your account information or data without your consent. It is our overriding privacy principle that any personal information you provide to BSI is confidential. In order for us to support some of the add-on services for our software, we may need to provide information you supply us to external parties such as your name, organization, and contact information. Note that these partners may have their own Privacy Policies and will not be covered by BSI's policy. BSI follows all guidelines and requirements of the Family Educational Rights and Privacy Act (FERPA), the Child Online Privacy Protection Act (COPPA), the Student Online Personal Protection Act (SOPPA) and all applicable federal, state, and local privacy laws, rules, and regulations.

Billing

BSI collects and maintains certain information from our customers for the purposes of billing. Any billing information provided to BSI is kept confidential and only reported to third party processors for the limited purpose of receiving payment.

Data: Security, Integrity, and Access

BSI takes all reasonable steps necessary to protect any *confidential information* and to prevent such information from falling into the public domain or into the possession of unauthorized persons. We employ appropriate physical, electronic, and managerial procedures to safeguard and secure such information when in our possession.

- Customers may need to provide data or hardware to BSI Technical Support for specific troubleshooting and implementation projects. Confidential Information will be accessed or viewed strictly for the purposes of the customer's successful implementation, operation, and technical support.
- For BSI's vendor-hosted solution, BSI assumes responsibility of data security and backups for customers when under BSI's control (BSI employees and network infrastructure owned by BSI). BSI will not be liable for damage or loss resulting from an employee, volunteer, or compromised network belonging to the customer. It is the customer's responsibility to ensure that all end-users have the appropriate permissions designated in the software and have secure passwords and that their computers and the network are kept secure. Customer should contact BSI immediately when a security issue occurs to implement action and recovery steps.
- Unless customers have purchased a BSI vendor-hosted solution, it is the responsibility of the customer to make and maintain adequate backups and secure access to the software. In no event will BSI be responsible for lost data not contractually hosted by BSI.

Third Party Websites

The BSI website and software provided by BSI may contain links to the sites of third parties. Please be aware that BSI is not responsible for the privacy practices of these external sites. We encourage users to be aware and to read the privacy statements of other websites. We cannot guarantee that these third parties follow the same privacy principles outlined here.