

# Privacy Policy

---

This policy is incorporated into our Master Services Agreement and describes Digica's policies with regards to the use of its SERVICES. Should Digica receive a complaint about a Customer, Digica may view Customer CONTENT to ensure compliance with this policy.

Digica respects the privacy of visitors to this website, and customers that subscribe to any Digica or DigiCare service. Personal information is any information about an identifiable individual. Your personal information is only collected, used, and disclosed by Digica in accordance with this Privacy Policy.

You can visit [www.digica.ca](http://www.digica.ca), [www.digicare.ca](http://www.digicare.ca), or [my.digica.ca](http://my.digica.ca) on the Internet without telling us who you are or without revealing any information about yourself. We collect personal information about you only when you specifically and knowingly provide it on our site.

If you do enter information into this website, you are expressly consenting to and have knowledge of the collection, use, and disclosure of this information, as identified in this Privacy Policy. Digica reserves the right to modify or amend this policy at any time and for any reason. If Digica makes any significant changes to this policy, clear notice will be posted on this website.

## 1. Who is Accountable?

---

Digica takes full responsibility for the management and confidentiality of the personal information it collects. The President is accountable for compliance with this policy. If you feel that Digica is not abiding by this Privacy Policy or have any concerns about Digica's information-handling practices with respect to this site, please write or send an email message to:

Gary McNally, President  
Digica Solutions  
27-7500 Highway 27  
Vaughan, Ontario  
CANADA  
L4H 0J2  
Email: [Gary.McNally@Digica.ca](mailto:Gary.McNally@Digica.ca)

Your concerns will be addressed in a timely manner.

## 2. Information Collected and Used

---

When you visit any of our websites, you may provide us with two types of information: personal information you knowingly choose to disclose that is collected on an individual basis, and usage information that is automatically collected on an aggregate basis as you and others browse our Web Site.

Digica collects your information for two purposes: to set up and support DigiCare solutions and to communicate directly with you where you have chosen to subscribe to an email newsletter sign-up. In either case, we will never provide that email address directly to third-party advertiser.

# Privacy Policy

---

Where information is collected to provide support, Customers must select a username and password to access our services. Some Customers are given an access card with a CryptoCard token that changes passwords on every use. The need for a combination of these multiple pieces of information makes for a secure access system. Not all customers are given a CryptoCard token, and it depends on the services that you subscribe to as to whether or not you will receive one.

Although email messages routed through Digica's servers are, in a sense, collected on Digica's servers before being transmitted virus-free to the designated recipient, they are NEVER voluntarily viewed for the purpose of reading the content of the messages. Digica will only view email messages on its servers if required to do so by law, or in the event that they are inadvertently viewed while checking messages for spam or viruses, or while performing other problem solving services.

Email messages sent to [info@Digica.ca](mailto:info@Digica.ca) may be used to solicit potential Customers in the future.

Through the Q&A, Technical Support, or Customer Portal sections of the site, a Customer can pose questions to Digica when experiencing technical difficulties. Along with a description of the issue, an email address and phone number must be provided in order for Digica technical staff to respond to the inquiry.

## 3. Information That Does Not Identify You

---

Digica collects certain technical information from your computer's web browser when you visit any of Digica's websites on the Internet. This information includes the amount of time spent on the site by a visitor with a unique Internet identifier, the pages visited and returned to, the operating system and web browser software used, and the referrer website. These server logs do not contain any personal information and can only be accessed by Digica. Server log files are used solely to track visits to our website and to improve the content and layout of our site. Digica makes no attempts to link this traffic information to the individuals visiting our site.

In order to use some of the features of this site, Customers must accept cookies through their browser. A cookie variable is assigned to you when you log in and is placed on your computer for programming purposes only. This is a temporary or session cookie that uniquely identifies you as you move from page to page on any Digica web site, and sometimes between websites. It ensures that you have properly logged in. The cookie is destroyed as soon as you close your browser and is never redirected to any other servers.

## 4. Disclosure and Retention of Your Information

---

The personal information you provide to us through our site and the email messages that are routed through our servers are NEVER voluntarily disclosed by us to any third parties. We do not sell, trade, or share any of your personal information with any other companies. However, we will release personal information when we believe such release is appropriate in order to comply with the law, for example if we receive a subpoena or court order.

# Privacy Policy

---

If you contact us via email, information you provide may be entered into our Customer Relationship Management (CRM) software indefinitely. Anonymous, aggregate data that cannot re-identify you may also be kept indefinitely.

## 5. Accuracy of Information and Access to It

---

If, when posing a question through the Q&A, Technical Support, or Customer Portal sections of the site, an incorrect email address is entered, a response to the question cannot be provided. Digica relies exclusively on the information provided by its website users and will not seek independent verification of any of the information supplied. Likewise, if a Customer's email address, domain name, or any details about their internal mail system change, Digica relies fully on the Customer to contact Digica in advance, so as to ensure that their email service is not interrupted.

In addition to accessing email through the company's mail system, Customer can securely access their email on the Internet (Web mail) or from virtually any Internet-enabled device.

## 6. How is the Information Kept Safe?

---

Digica has SSL certificates, such that information entered on this site is encrypted prior to being transmitted over the Internet. Also, when using the web mail feature provided by Digica, the Customer's email communications are encrypted before being transmitted over the Internet. However, if you click on any email addresses located on our web sites, your email may be transmitted to our servers unencrypted, using standard Internet protocols. You should be aware of the inherent risks of interception when communicating with others on-line without encryption.

Digica hosts this website on its own secure firewall-protected servers that can only be accessed by a limited number of Digica employees, some of who can only reboot the servers but cannot access the data. Digica has contracted with data centre providers to locate our servers in a highly secure environment with physical and environmental protection. Physical security for our servers are ensured through multiple levels of authentication. While our equipment is physically housed at our providers' premises with the provider networks used to reliably connect to the Internet, they do not have access to data on these servers.

By providing you with this Privacy Policy, Digica is pledging its continued commitment to protecting the information you provide to us. We regularly review our information-handling practices to ensure that we are abiding by this Privacy Policy.