

Corporate Policy

ECXSystems Labor Policy

At ECXSystems, we strive for all of our customers to be satisfied with our consulting services. However, we do not offer refunds for any labor that has been performed. If you have issues with the quality of our services, please contact your representative and we will give our best effort to work with you to resolve all issues. This may include offering credit in the form of time on your account to solve your ongoing issues.

ECXSystems Product Refund Policy

ECXSystems is primarily a consulting house and is not a hardware vendor with inventory. If we recommend a product and resell that product to you, all sales are final. We offer no refunds on any products sold through ECXSystems including hardware, software, or licenses.

Dispute Options

It is our goal for all of our customers to be satisfied with the services and products we provide. However, we understand that problems do happen with technology. At ECX, if you have a service agreement or contract with us, we will always do our best to resolve all issues. If you have a dispute on the quality of the service, please contact your representative.

Privacy Policy

Your privacy is critically important to us. At ECXSystems, we have a few fundamental principles:

We don't ask you for personal information unless we truly need it. (We can't stand services that ask you for things like your gender or income level for no apparent reason.)

We don't share your personal information with anyone except to comply with the law, develop our products, or protect our rights. We don't store personal information on our servers unless required for the on-going operation of one of our services.

Below is our privacy policy which incorporates these goals:

Creative Commons License

ECXSystems ("ECX") operates several websites including ecxsystems.com and trustecx.com. It is ECX's policy to respect your privacy regarding any information we may collect while operating our websites.

Website Visitors

Like most website operators, ECX collects non-personally-identifying information of the sort that web browsers and servers typically make available, such as the browser type, language preference, referring site, and the date and time of each visitor request. ECX's purpose in collecting non-personally identifying information is to better understand how ECX's visitors use its website. From time to time, ECX may release non-personally-identifying information in the aggregate, e.g., by publishing a report on trends in the usage of its website.

ECX also collects potentially personally-identifying information like Internet Protocol (IP) addresses for logged in users and for users leaving comments on WordPress.com blogs. ECX only discloses logged in user and commenter IP addresses under the same circumstances that it uses and discloses personally-identifying information as described below, except that blog commenter IP addresses are visible and disclosed to the administrators of the blog where the comment was left.

Gathering of Personally-Identifying Information

Certain visitors to ECX's websites choose to interact with ECX in ways that require ECX to gather personally-identifying information. The amount and type of information that ECX gathers depends on the nature of the interaction. In any case, ECX collects such information only insofar as is necessary or appropriate to fulfill the purpose of the visitor's interaction with ECX. ECX does not disclose personally-identifying information other than as described below. And visitors can always refuse to supply personally-identifying information, with the caveat that it may prevent them from engaging in certain website-related activities.

Protection of Certain Personally-Identifying Information

ECX discloses potentially personally-identifying and personally-identifying information only to those of its employees, contractors and affiliated organizations that (i) need to know that information in order to process it on ECX's behalf or to provide services available at ECX's websites, and (ii) that have agreed not to disclose it to others. Some of those employees, contractors and affiliated organizations may be located outside of your home country; by using ECX's websites, you consent to the transfer of such information to them. ECX will not rent or sell potentially personally-identifying and personally-identifying information to anyone. Other than to its employees, contractors and affiliated organizations, as described above, ECX discloses potentially personally-identifying and personally-identifying information only in response to a subpoena, court order or other governmental request, or when ECX believes in good faith that disclosure is reasonably necessary to protect the property or rights of ECX, third parties or the public at large. If you are a registered user of an ECX website and have supplied your email address, ECX may occasionally send you an email to tell you about new features, solicit your feedback, or just keep you up to date with what's going on with ECX and our products. We primarily use our various product blogs to communicate this type of information, so we expect to keep this type of email to a minimum. If you send us a request (for example via a support email or via one of our feedback mechanisms), we reserve the right to publish it in order to help us clarify or respond to your

request or to help us support other users. ECX takes all measures reasonably necessary to protect against the unauthorized access, use, alteration or destruction of potentially personally-identifying and personally-identifying information.

Cookies

A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. ECX uses cookies to help ECX identify and track visitors, their usage of ECX website, and their website access preferences. ECX visitors who do not wish to have cookies placed on their computers should set their browsers to refuse cookies before using ECX's websites, with the drawback that certain features of ECX's websites may not function properly without the aid of cookies.

Business Transfers

If ECX, or substantially all of its assets were acquired, or in the unlikely event that ECX goes out of business or enters bankruptcy, user information would be one of the assets that is transferred or acquired by a third party. You acknowledge that such transfers may occur, and that any acquirer of ECX may continue to use your personal information as set forth in this policy.

Ads

Ads appearing on any of our websites may be delivered to users by advertising partners, who may set cookies. These cookies allow the ad server to recognize your computer each time they send you an online advertisement to compile information about you or others who use your computer. This information allows ad networks to, among other things, deliver targeted advertisements that they believe will be of most interest to you. This Privacy Policy covers the use of cookies by ECX and does not cover the use of cookies by any advertisers.

Privacy Policy Changes

Although most changes are likely to be minor, ECX may change its Privacy Policy from time to time, and in ECX's sole discretion. ECX encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.