

## Consolo privacy policy

This notice applies to all information collected or submitted on this web site.

### **Summary**

- We do not sell or rent the information to anyone.
- We protect the security and confidentiality of the information.

### **Information Collection and Use**

Consolo is the sole owner of information collected at this site.

#### *Registration*

In order to use the Consolo application and web site, a Customer must first execute the Software License Agreement. During User Set-up(as performed by the Customer), a user is required to provide their contact information (such as name and email address). We use this information to contact the user concerning the service provided on our site. Listed below are some examples of reasons we may contact the user:

- Notification of system maintenance windows
- Notification of new system features
- Notification of system outages

#### *Service Orders / Trouble Tickets*

The Consolo application is used to track and manage trouble tickets (referred to internally as service orders). This information is created, modified, and/or deleted by the customer. Except as provided below in "Legal Limitations", we will not sell, rent, monitor, or otherwise disclose this information.

#### *Cookies*

A cookie is a piece of data stored on the user's computer tied to information about the user.

A user is not required to accept cookies to use this site. However, if a user's browser is configured to accept cookies, Consolo will use a session ID cookie to keep track of a user's state. For example, Consolo will maintain information such as a user's current session through the use of the session ID cookie. Once a user closes their browser, their session ID cookie simply terminates.

A persistent cookie is a small text file stored on a user's hard drive for an extended period of time. Currently, the only persistent cookie used by this site is on the Login page. At the user's option, a cookie can store the user's name and password, thus alleviating the need for the user to type in their user name/password each time they login. Persistent cookies can be removed by following your Internet browser help file directions.

### **Data Security**

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information collected at this site both on-line and off-line.

We restrict access to information to our employees and agents for business purposes only. All employees are trained about privacy and are required to safeguard such information.

### **Data Access**

Customers can only access their own identified business information for the purpose of practice management and/or business related functions. No access is given to Consolo application data or any other data that may have been collected by or through this web site.

### **Legal Limitations**

We will disclose information to comply with valid legal processes such as a search warrant, subpoena, or court order, or to protect our rights and property. We will disclose information when we believe in good faith that the law requires it.

Consolo may also use customer identifiable information to investigate and help prevent potentially unlawful activity or activity that otherwise violates the Terms and Conditions of Service.

### **Additional Information**

Consolo understands the importance of protecting Patient & Family privacy, especially in an online environment. Consolo is not intentionally designed for or directed at children under 13 years of age. It is Consolo's policy to never knowingly collect or maintain information about individuals under age 13. For information concerning the Children's Online Privacy Protection Act, which requires the consent of a parent or guardian for the

collection of personally identifiable information from children, [click here](#).

Consolo reserves the right to modify or amend this Privacy Policy at any time and for any reason. Any changes to this Privacy Policy will be preceded by a notice posted to this Privacy Policy at least ten (10) days prior to the effective date of such change.