



INCS Privacy Policy

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Protecting privacy is not a new endeavor for INCS. INCS has a long-standing tradition of recognizing and protecting the privacy of customers who use its services and network. The company maintains strict customer information privacy policies and uses state of the art technologies to safeguard customer information and communications from unauthorized intrusions.

INCS recognizes that the growth of online services, including Internet services, has created additional privacy concerns, particularly for consumers.

Online privacy concerns focus primarily on the protection of "customer identifiable" information which an individual or other customer reasonably expects to be kept private. As the term suggests, "customer identifiable" information is information that, when associated with an individual identifies that individual, for example, a customer's name, address, telephone number, and e-mail address.

Some Internet users may also wish to know who can learn about what they do on the Internet, even when that online behavior is not directly linked to any information that identifies an individual. For example, advertisers may observe whether visitors to a Web site see or respond to online advertising without knowing who those visitors are.

It is common practice and often a necessity for companies, governments, or other organizations to collect customer identifiable information in order to conduct business and offer services. For example, a company may collect customer identifiable information, such as name, address, telephone number, and a variety of other information in the course of billing and providing service to a customer.

Some activities on the Internet follow very familiar patterns. Consumers signing up for an Internet access service, for example, are usually asked to provide name, address, telephone number and credit card and other information that is typical when the consumer orders a product or service. Similarly, business Web sites may ask visitors to supply information about themselves, particularly when information, services or merchandise are requested, but often simply to be able to better target the company's services to the customer's interests and requirements.

How INCS Protects Your Privacy Online

Collection and Use: INCS will collect and use customer identifiable information for billing purposes, to provide and change service, to anticipate and resolve problems with your service, or to create and inform you of products and services that better meet your needs. This means that INCS may use your customer identifiable information, in conjunction with information available from other sources, to market new services to you that we think will be of interest to you, but we will not disclose your customer identifiable information to third parties who want to market products to you.

When you access the Internet, the computers that host Web sites you visit (Web servers) automatically receive some anonymous information. This "usage data" may include a record of which pages a Web browser has visited. INCS servers receive usage data when customers visit INCS Web sites. INCS will not use information about your activities on the Internet together with any information that identifies you without your consent.

INCS and its advertisers may use various kinds of software devices to collect information about Internet use. Small files called "cookies" may be attached to your Web browser. These files identify your browser and save information such as passwords so that Web sites can recognize you. You can set your browser to disable cookies, but some INCS Web sites (and other Web sites) may not work properly if you do this.

In addition, on some Web sites, INCS and its advertisers may use small bits of code called "one-pixel gifs," or "clear gifs" embedded in some Web pages, to make cookies more effective. INCS will not associate the information these software devices collect with your name or email address.

INCS uses advertising companies to deliver ads on some INCS Web sites. The advertising companies may also receive some anonymous information about ad viewing by Internet users on INCS Web sites and other Internet sites. This information may be associated with a customer's Web browser, but cannot be associated with a name or e-mail address without the customer's permission. (This means that advertising companies may know where your computer goes on the Internet, but they don't know who you are unless you tell them.) INCS does not supply customer identifiable information to advertising companies or to individual advertisers or other third parties. If you go to another Web site, including an advertiser's Web site

(for example by clicking on an ad), and request information or enter a contest, be aware that you may be authorizing another company, including an advertising company, to use information you supply.

Disclosure: INCS will not sell, trade, or disclose to third parties any customer identifiable information derived from the registration for or use of an INCS online service -- including customer names and addresses -- without the consent of the customer (except as required by subpoena, search warrant, or other legal process or in the case of imminent physical harm to the customer or others). When INCS uses other agents, contractors or companies to perform services on its behalf, INCS will ensure that the company protects your customer identifiable information consistent with this Policy. If INCS includes your name and any other customer identifiable information in a directory that INCS creates from information we receive as an online service provider, the company will give you the opportunity to have your information excluded from that directory. Business directories that INCS creates may, however, contain information obtained from other sources.

Customer Choice: A customer may choose not to receive direct marketing communications from INCS in connection with INCS online services. Upon such choice, INCS (a) will not contact that customer directly with marketing messages about INCS services, and (b) will not use customer identifiable information obtained from that customer's registration for or use of an online service to contact that customer with marketing messages about any INCS products or services. A customer may choose not to receive such messages by e-mail, by mail, or by telephone.

Customer-identifiable information which a visitor volunteers at one of the INCS Web Sites to order INCS services other than online services will be protected just as if the information had been provided under more traditional ways of ordering that service.

Consent Implied: Any information that a visitor places in the Classified Listing or Business Directory in the INCS web site will be deemed as Consent Implied.

Security: INCS has implemented technology and security features and strict policy guidelines to safeguard the privacy of your customer identifiable information from unauthorized access or improper use, and we will continue to enhance our security procedures as new technology becomes available.

E-mail Contents: The company will not read or disclose to third parties private e-mail communications that are transmitted using INCS services except as required to operate the service or as otherwise authorized by law.

Improper Conduct: INCS may also use customer identifiable information to investigate and help prevent potentially unlawful activity or activity that threatens the network or otherwise violates the customer agreement for that service.

Account Information: INCS honors requests from customers to review all customer identifiable information maintained in reasonably retrievable form, which currently consists of your name, address, e-mail address, telephone number and/or billing information, and will correct any such information which may be inaccurate. Customers may verify that appropriate corrections have been made.

Customer Concerns: If you are a consumer with concerns about the INCS privacy policy or its implementation you may contact us at 905-841-5590

Changes in Practices: INCS will keep this Policy current. The company will inform you of any changes that we make.

Additional Privacy Protections for Children Using the Internet

INCS joins the industry in recognizing that children, including young teens, may not be able to make informed choices about personal information requested online.

Accordingly, INCS does not target children or teenagers (younger than eighteen years of age) for collection of information online. INCS does not solicit or collect customer identifiable information targeted at children and teenagers under eighteen and does not allow anyone else to do so on an INCS Web sites. In addition, the editorial content of INCS Web sites designed for children will not knowingly promote or link to any third party Web site that collects customer identifiable information unless that Web site publishes a privacy policy that is easily accessible.

In addition, on all of its online services and INCS Web sites, INCS will encourage children to seek the consent of their parents before providing any information about themselves or their households to anyone on the Internet.

INCS encourages parents to take an active role to protect the privacy and security of their children and to prevent the inappropriate use of information about their children. INCS supports the development of technologies that help parents to control the collection and use of personal information from children who use online services in their households.