



## Terms and Conditions

We do not guarantee or warranty the security of any information you transmit through our Web site online services and other mediums.

### Security

We review our security policies on a regular basis and changes are made as per need. They undergo a review on an annual basis by our Information Technology department. These defined security policies contain detailed access privileges, information collection needs, accountability, and other such matters. Documented system security objectives, policies, and standards are consistent with system security requirements defined in contractual, legal and other service-level agreements. For example, only a selected group of authorized individuals within RackBank Datacenters has access to user information. A complete policy with details regarding access, scripting, updates and remote access is available for review by qualified personnel within the organization. This document is not available to the general public for study.

Rackbank.com operates secure data networks that are password-protected and are not available to the public. During transmission of information, data security is handled through a security protocol called Secured Sockets Layer (SSL). SSL is an Internet security standard using data encryption and Web server authentication. Encryption strength is measured by the length of the key used to encrypt the data; i.e., the longer the key, the more effective the encryption. Using the SSL protocol, data transmission between you and our server is performed at industry standard encryption strength.

### AVAILABILITY

Allow sufficient time for file maintenance and backup, the maximum number of hours per day that our network will be made available is 24 hours per day, 7 days a week. In the event of a disaster or other prolonged service interruption, the entity has arranged for the use of alternative service sites to allow for full business resumption within 24 hours. Our company's defined security policies detail access privileges, information collection needs, accountability, and other such matters. They are reviewed and updated at quarterly management meetings and undergo a review on an annual basis by the Information Technology Department. Documented system security objectives, policies, and standards are consistent with system security requirements defined in



contractual, legal, and other service-level agreements. For example, current policy prohibits shared IDs; each support person has his or her own unique ID to log on and maintain network equipment. A complete policy with details regarding access, scripting, updates and remote access is available for review by qualified personnel. This document will not be released to the general public for study.

Management has in place a client hotline to allow clients to telephone in any comments, complaints or concerns regarding the security of the site and availability of the system.

Highlights of any changes that affect the security of our Website and availability of the system when it affects you as a site user will be communicated to you by an e-mail 7 days in advance of the anticipated change. The highlights of the change will be posted to the webpage that summarizes our availability and security policies.

## PROCESS INTEGRITY

Request for Proposals published on our website undergo a review process to ensure that our clients get all the information needed to compose a quote. RackBank's trained personnel will work closely with OEM manufacturers new to the outsourcing market to ease their fears.

Our policy is to deliver a server within the stipulated time mentioned on the website with respect to receipt of a client-approved order or payment. We will notify you by an e-mail/phone within 4 hours if we cannot fulfill your order as specified at the time you placed it and will provide you the option of canceling the order without further obligation. You will not be billed until the server is provisioned.

We require an electronic funds transfer of fees and costs at the end of the transaction. For new customers, a deposit may be required. To cancel your monthly service fee, send an e-mail/ticket to our Sales & Support department. Be sure to mention your server IP details at the time of server delivery.

Our process for consumer dispute resolution requires that you contact your concerned Account Manager or contact our Sales Team at [sales@rackbank.com](mailto:sales@rackbank.com) giving all the required information. If you require follow-up or response to your questions or complaints regarding transactions at this site, you may write to us



at [support@rackbank.com](mailto:support@rackbank.com) or [121@rackbank.com](mailto:121@rackbank.com). You may also drop a mail at [121@rackbank.com](mailto:121@rackbank.com).

## CONFIDENTIALITY

We maintain complete confidentiality of all the personal information and data you share with us and will not use any information you provide for any purpose other than a price quote and subsequent order.

## INFORMATION RELATED TO CHANGES

Any changes that affect the security of our website as it affects you as a site user will be communicated to you by posting the highlight of the change to the webpage that summarizes our security policies and significant controls.