



## Shiloh Service Privacy & Security Policy

At Shiloh Service, we respect the privacy of all website visitors. This Policy provides information on the ways in which our company website collects information and how we protect any information you choose to provide us.

This Privacy Policy applies only to the Shiloh's website at [www.ShilohService.com](http://www.ShilohService.com) and not to any other company, affiliate, or third party sites that may be accessible from links on our website.

### Information Shiloh Service Collects from Website Visitors

#### Active Information Collection

Like most standard websites, Shiloh collects information from our web visitors by providing a contact form, contact phone numbers, and company email addresses by which you may communicate with our staff regarding the services of our company. We also provide a Remote Support Service via our website which allows Shiloh customer service staff to work directly on customer computers for repair and maintenance.

Some of the information that you provide during routine business communications may be personally identifiable, such as your name, business name, address, phone number, fax number, e-mail address, etc. Also, if you place an order for services, you may be required to provide financial information.

When you visit our website, we do not collect any personally identifiable information about you that you do not knowingly provide in the course of communicating with us and considering doing business with Shiloh Service.

Shiloh Service does not have control over the privacy policies, content, or business practices applied by any other party that you may disclose information to, such as when you click a helpful link on our website, leave our website, and engage with the website of another company unrelated to ours. If you would like information on any other party's privacy policy, you should contact that company directly for the information you require.

#### Passive Data Collection

As you use our website menu and navigate to various pages on the website, some non-personal data is passively collected, that is without you actively or knowingly participating.

These forms of data collection are a standard part of how websites function on the Internet and are in no way special to Shiloh Service's website or unusual in the data or scope of data collected.

Industry standard, passive data collection may include the IP address of your computer or network, both session and persistent cookies, and keywords used to find our site online. Information on which pages have been visited, the duration of your visit, along with data about the technology used, such as your browser, type of computer, operating system, Internet Service Provider and the domain name of the Web Site from which you linked to our website.

When you visit our website, data is also transferred to and stored on your computer. As with data collection, this is done in an industry standard fashion that enhances your experience and ease of use of



our website, and in no way is unusual in terms or practice or scope. For example, the transfer to your computer of small text files called cookies and temporary internet files, including web graphics all work together to speed your use of the website and to help you determine at a glance which links you have already clicked.

Most Internet browsers (like Internet Explorer, Chrome, and FireFox) enable you to erase cookies from your computer's hard drive, block cookies, or receive a warning before a cookie is stored. Please refer to your web browser for instructions in this area.

Passive data collection is used to help us understand which pages of our website are most popular, where there may be problems, what devices and browsers are being used to access our website, the geographic location of incoming visits, and similar statistical information which can help us improve the usefulness of our website for all visitors. Passive data collection can also be used to help us identify threats to the website, such as hacking attempts, thereby helping us to maintain a safer website experience for everyone.

### **Use of Third Party Data Collection Services**

As part of both its Active and Passive data collection practices, Shiloh Service uses third party technologies on its website, specifically Constant Contact (for development and maintenance of eNewsletter and eBroadcast mailing lists) and Google Analytics and Google Webmaster Tools (for statistical and analytic data collection).

Use of these third party tools helps us maintain compliance with the CAN-SPAM Act of 2003, such as one-click opt-out of email marketing lists, and with other Federal data collection requirements and guidelines.

These third party services each maintain their own Privacy Policies, which may have additional information and/or vary in some areas of policy from Shiloh's Security and Privacy Policy as stated herein.

These third party policies may be accessed on the websites for each company, by following the links provided:

**Constant Contact:** [www.constantcontact.com/legal/privacy-statement](http://www.constantcontact.com/legal/privacy-statement)

**Google:** [www.google.com/intl/en/policies/privacy/](http://www.google.com/intl/en/policies/privacy/)

### **How Shiloh Service Uses Your Information**

Any personal or statistical data acquired by Shiloh Service is used to enhance the operation of our website and to help provide the highest quality customer service experience.

Personal information is used for the purposes intended by the web visitor, including access to useful information, communication with customer service representatives, the acquisition of specific services, the payment of services, and the like.

Shiloh Service does not give or sell your personally identifiable information to any outside organization or company. With your consent, we may share your information with other companies in the course of providing for your customer service needs (i.e., making a referral to another company for a service or product we do not provide).



If you have been referred to another service provider and are interested in their privacy policies, you should contact them directly.

From time-to-time, as part of its marketing program, Shiloh Service may provide statistical information about web traffic, customer analytics, sales, and the like to reputable third party consultants, but these statistics will not include any personally identifying information.

## **Keeping Your Personal Information Secure**

Shiloh Services takes its responsibility to protect your personal information seriously. We take all reasonable steps to protect our customers' and web visitors' information from loss, misuse, unauthorized access or disclosure, alteration, and destruction. Internally, we rely on both secure technologies and managerial procedures to maintain the integrity and security of any information stored locally in our databases. This includes the use of firewalls, SSL encryption for data transfer, and restricting access to data to authorized personnel.

Externally, where services are provided by third parties such as Google and Constant Contact, we rely on the security and privacy practices of these companies for any data stored in their systems. Please refer to the links provided under Use of Third Party Data Collection Services to access and review the privacy policies of Google and Constant Contact individually.

This site contains links to other Web sites operated by third parties that may be of interest to you. We cannot control these third party sites, which may collect personal information from you. When you follow a link and leave this site, you do so at your own risk.

Shiloh Service will disclose any information that our company is required to disclose by law or by an appropriate government authority.

We can assume no liability for disclosure of information obtained due to errors in transmission or the unauthorized intervention of third parties.

## **Making Shiloh Service Aware of Your Privacy Preferences**

At Shiloh Service, we respect your concerns regarding the privacy of your personal information. Should you have any specific preferences on how you would like Shiloh to treat your personal information, you may make your request by calling us at 1-888-374-4564 and talking to a Shiloh customer service representative.

Once your request has undergone internal review, we will get back to you regarding our ability to comply with your individual concerns or wishes.

If we cannot, or it is impractical, for us to adjust our data collection and management practices to meet your individual concerns, your ultimate recourse is simply not to make use of the Shiloh Service website or purchase any of our products and services.

## **Concerning Information Provided by Children**

Shiloh Service is an IT Service and Support company and provides no products or services appropriate for or relevant to children, especially children under the age of 13. Nevertheless, if a child were to fill



# Shiloh Service

Pittsburgh's IT Service and Support Specialists

☎ 1-888-374-4564

Pittsburgh, Cranberry, Greensburg, Indiana  
Uniontown and throughout Southwestern PA

out a contact form on our website or send us an email containing personal information, there would be no way block the receipt of such information until it was in our care.

If we are made aware by parents or guardians that information regarding a child has been added to our databases, we will use all reasonable efforts to delete the child's information.

We encourage parents and guardians to talk to their children about the proper use of the Internet and the sensitivity of any information they may disclose online.

## How to Contact Shiloh Service

If you have any questions, comments or concerns about this Privacy Policy or the information practices of this site, please contact us at:

Shiloh Service, Inc.  
85 Mountain View Place  
North Huntingdon, PA 15642

**Toll Free: 1-888-374-4564**

Phone: 724-863-0190  
FAX: 724-863-9584

Email: [gerhal@shilohservice.com](mailto:gerhal@shilohservice.com)