

Our Privacy Policy

Fingertip Enterprises LLC is the sole owner of the information collected on www.FingerTipManuals.com. Our Privacy Policy describes how we use personally identifiable information and for what purposes. The use of our website is your acceptance of our Privacy Policy. Our Privacy Policy does not apply to companies we do not own.

Orders

If you purchase a product or service from us, we request certain personally identifiable information from you on our order form. You must provide contact information (such as name, email, and shipping address) to purchase our products.

We use third-party secured software to verify your identity and address in order to process orders for our products and to prevent fraudulent use of credit cards and our website. The information used to process these orders is part of our shopping cart which is integrated with a secure "gateway." Secure Sockets Layer (SSL) software encryption is used to protect your personal identifiable information.

We use this information for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you. If you ordered one of our products to be delivered to you by "download" from the internet, we will send you an e-mail advising you on how to download the product you ordered and other information relating to our products.

Updates

If you purchased one of our products having an update service, we will use the information you provided to us to send you updates as they may become available. We will use this information to communicate with you on matters involving updates, including expiration of your subscription.

Service-related Announcements

We will send you strictly service-related announcements on rare occasions when it is necessary to do so. For instance, if our service is temporarily suspended for maintenance, we might send you an e-mail.

Customer Service

Based upon the personally identifiable information you provide to us, we may send you a welcoming e-mail as well as other e-mails from time-to-time which may be of interest to you. We will also communicate with you in response to your inquiries, to provide the services you request, and to manage your account. We will communicate with you by email or telephone.

Sharing Personally Identifiable Information

We do not share personally identifiable information with third parties except to process your orders, provide customer service and provide product information to you. We may share anonymous information about our customer base with third parties to assist us in managing our website and for business management purposes.

Agents

We use outside shipping companies to fulfill orders, and a credit card processing company to bill you for goods and services. These companies do not retain, share, store or use personally identifiable information for any other purpose. We may use agents to assist us in communicating with our customers and potential customers who visit our website. These agents may receive your personally identifiable information to assist us in contacting our customers and potential customers.

Legal Disclaimer

We reserve the right to disclose your personally identifiable information as required by law and when we believe that disclosure is necessary to protect our rights and property, the rights and property of others and/or to comply with judicial proceedings, court orders, or legal process.

Opt-out

If you no longer wish to receive our promotional communications, you may opt-out of receiving them by following the instructions included in each newsletter or communication or by emailing us at Cutomerservice@FingerTipManuals.com and list the subject of your e-mail as "Opt-Out."

Log Files

As with most websites, we may gather certain information automatically and store it in log files. This information includes internet protocol (IP) addresses, browser type, internet service provider (ISP), referring/exit pages, operating system, date/time stamp, and clickstream data.

We may use this information, which does not identify individual users, to analyze trends, to administer our website, to track users' movements around the website and to gather demographic information about our user base as a whole.

We may use a third-party tracking vendor that uses cookies and log files to track non-personally identifiable information about visitors to our website in the aggregate and usage of our website.

Cookies

A cookie is a small text file that is stored on a user's computer for record-keeping purposes. We may use cookies on this website. We do not link the information we store in cookies to any personally identifiable information you submit while on our website except as may be required to download our products you ordered.

We may use both session ID cookies and/or persistent cookies. We use session cookies to make it easier for you to navigate our website. A session ID cookie expires when you close your browser. A persistent cookie remains on your hard drive for an extended period of time. You can remove persistent cookies by following directions provided in your Internet browser's "help" file.

If you reject cookies, you may still use our website, but your ability to use some areas of our website may be limited. For example, cookies are used in our shopping cart for processing orders.

Security

The security of your personal information is important to us. When you enter sensitive information (such as a credit card number and credit card verification number) on our order forms, we encrypt that information using secure socket layer technology (SSL) for your protection.

We follow generally accepted industry standards to protect the personal information submitted to us, both during transmission and once we receive it. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security.

Changes in this Privacy Policy

We reserve the right to modify this Privacy Policy at any time, so please periodically visit our website to review it frequently. If we make material changes to this policy, we will notify you on our website or by e-mail.

Contact Us

If you have any questions or suggestions regarding our Privacy Policy, please contact us at Cutomerservice@FingerTipManuals.com or by mail: 9121 N. Military Trail, Suite 107, Palm Beach Gardens, FL 33410 Attention: Privacy Issues.