

SurfStats® Software Privacy Policy

This privacy policy covers the Customers, Websites and Software products of SurfStats Software (“SurfStats”).

SurfStats respects the privacy of our customers and Website users (“Users”) and hereby conveys how we collect and use collected information. SurfStats will not sell, rent, trade or disclose Customers and/or Users information to parties outside SurfStats except as outlined in this privacy statement.

SurfStats Customers

SurfStats mainly uses Payment Contractors like SoftShop, ShareIt, Visage and others to process orders. These Contractors handle all account information and are all Verisign® approved. Please refer to their Privacy Policy before entering any personal information.

SurfStats does not collect bank account details of Customers. It only receives the purchaser’s name, the purchaser’s contact details and the purchase details from the Payment Contractor. This information is stored and used in the normal run of business. Contact details are not disclosed to anyone outside the organization unless the Customer has given consent to this effect. SurfStats will protect this information against loss, theft, unauthorized access, illegal copying and/or illegal use.

SurfStats Websites

SurfStats websites collect visitor information as recorded by Microsoft Internet Information Server. This information may be displayed in Website Statistics reports to the general public for demonstration purposes. No cookie and/or personal information are in these reports. Also refer to SurfStats Software Products for the type of information disclosed in these reports.

Information collected by filling in online support request forms is solely used for normal business operations and are not disclosed to anyone outside the organization unless consent has been given to this effect.

The SurfStats Websites contain links to other websites over which SurfStats has no control. Please view the Privacy Policy of Websites that requires submission of any personal information.

SurfStats Software Products (“Software”)

SurfStats products include:

- SurfStatsLive reporting Server
- SurfStats Log Analyzer
- Visitor IP Database

The Software reads and analyzes log files that are generated by web server software like Microsoft® Internet Information Server and Apache Server. The typical information recorded in these log files for a specific visitor are:

- The IP Address
- The date and time of a specific file request
- Authorized user name (if the website requires login details)
- The file requested with additional entries (generated by Javascript, ASP or other)
- The size of the file
- The status code of the request
- The referring site
- Search phrases used on the referring site
- Cookie information
- The browser used
- The operating system used

The Software can query DNS servers to find the domain name allocated to the Visitor's IP Address. The Visitor IP Database provides the Visitor's ISP and the country in which this ISP is registered. The information stored in this database can normally be acquired by doing a Whois lookup with the exception that no contact details are stored in the Visitor IP Database.

The Software is used to produce reports in order to interpret and understand Website traffic and traffic volumes. The Software can only report on information available in the server log files and information available from DNS and Whois queries. The Customers of SurfStats control what is inserted in log files and who can access and view reports generated by the Software. Please see the Privacy Policy of Websites that requires submission of any personal information.

More information

Please use the support form on our website at www.surfstats.com/support.asp if you have any questions or comments about this policy or about our products.

Reservation

SurfStats reserves the right to change any of these statements of this Privacy Policy at any time without any notice to any party.