

**Securus Documents, LLC**  
**Privacy Policy**

This Privacy Policy governs data collection and usage and applies to Securus Documents, LLC, a Virginia limited liability company, and all traffic originating from <https://www.ehelpcard.com/> .

For purposes of this Privacy Policy, unless otherwise noted, all references to Securus Documents, LLC (“Securus”) includes <https://www.ehelpcard.com/> (the “Sites”). By using these Sites, you consent to the data practices described in this statement.

**A. Collection of Your Personal Information.**

In order to better provide you with products and services, Securus may collect personal identifiable information, including but not limited to your name, address, and other contact information. Please be advised that Securus additionally utilizes a third-party to verify identification of Data Owner, including a background check and official verification of government identification.

To wit, Securus will use your information for actions including but not limited to communicating with you in relation to services and/or products you request. Securus also may gather additional personal or non-personal information in the future.

When you purchase services through Securus, the Site does not collect billing and credit card information. This information is collected directly by credit card company issuing payment to Securus Documents, LLC.

**B. Use of Your Personal Information.**

Securus only collects and uses your personal information to operate the Site and to deliver the services you request. We also use your personal information to inform and communicate with you of updates, enhancements or general changes. Securus will never use this information for the purpose of marketing of our products to our clients.

**C. Sharing Information with Third Parties.**

Securus does not sell, rent, or lease its customer information to third parties. When third parties are engaged to provide services, we communicate via API/SFTP, and no personal information is exposed so as to maintain complete confidentiality of your personal information.

Securus may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to:

- (a) conform to the edicts of the law or comply with legal process served on Securus or the Sites;
- (b) protect and defend the rights or property of Securus; and/or

(c) act under exigent circumstances to protect the personal safety of users of Securus, or the public.

#### **D. Tracking User Information & Behavior.**

Information about your computer hardware and software may be automatically collected by Securus. This information can include but is not limited to your IP address, browser type, domain name(s), access times, and referring to website addresses.

Securus may internally track users visits within the Site in order to improve quality of services to the Data Owner. We only use this information to analyze site performance, reliability and evaluate security methodologies

#### **E. Use of Cookies**

Securus only uses “session cookies” to improve the user experience while using <https://www.ehelpcard.com/>. They are kept in cache (active memory) while the Data Owner uses the sites and expire when account is closed (logoff) from the connection.

#### **F. Links**

Please be aware that Securus is not responsible for the content or privacy practices of other websites. Securus encourages its users to be aware when they leave the Sites and to read the privacy statements of any other website that collects personal identifiable information before use.

#### **G. Security of Your Personal Information.**

The Site secures your personal information from unauthorized access, use, or disclosure. When your personal information, such as a credit card number, is transmitted to other websites, it is protected through the use of encryption, such as the Secure Sockets Layer (SSL) protocol. Securus strives to take appropriate security measures to protect against unauthorized access to or alteration of your personal information.

Unfortunately, no data transmission over the internet or any wireless network can be guaranteed to be 100% secure. As a result, while Securus strives to protect your personal information, you acknowledge by using the Site that there are security and privacy limitations inherent to the internet which are beyond Securus’s control. You also acknowledge that the security, integrity, and privacy of any and all information and data exchanged between you and Securus through the Site cannot be guaranteed.

#### **H. Children Under the Age of Thirteen.**

The Sites do not knowingly collect personal identifiable information from children under the age of thirteen (13). If you are under the age of thirteen, you must ask your parents or guardian for permission to use this websites.

## **I. Email Communications**

From time to time, Securus may contact you via email for the purpose of providing announcements, alerts, confirmations, surveys, and/or other general communication. In order to improve services, Securus may receive a notification when you open an email from Securus or click on a link therein.

## **J. External Data Storage Sites.**

Securus may store your data on servers provided by third party hosting vendors with whom Securus has contracted. **All data 'in motion" or "at rest" is always encrypted** for the highest levels of security

## **K. Changes to the Privacy Policy.**

Securus reserves the right to change this Privacy Policy from time to time. Securus will notify you about significant changes in the way Securus treats personal information by sending a notice to the primary email address specified in your account, placing a prominent notice on the Site, and/or by SSL Protocol updating any privacy information.

Your continued use of the Site and/or Securus's services available through the Site after such modifications will constitute your acknowledgment of the modified Privacy Policy and your agreement to abide by and be bound by the modified Privacy Policy.