



PRIVACY POLICY

Introduction

This privacy policy has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as described in US privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our Privacy Policy carefully to get a clear understanding of how we collect, use, protect or otherwise handle your Personally Identifiable Information in accordance with our website.

What personal information do we collect from the people that visit our website?

When contacting us through the Contact Form or Live Chat on our website, you will be asked to enter your full name, email address, phone number or other details to help you with your inquiry.

We may also use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

We also collect comments, feedback, service reviews and recommendations/suggestions.

When do we collect information?

We collect your personal information when you fill out a form (Contact Form) or open a support ticket (Live Chat).

How do we use your information?

We may use the information we collect from you when you fill out the Contact Form, surf the website, or use certain other site features in the following ways:

- To provide and operate the services;



- To personalize your experience and to allow us to deliver the type of content and service offerings in which you are most interested;
- To allow us to better service you in responding to your customer service requests;
- To send periodic emails regarding your order or other services;
- To follow up with them after correspondence (live chat, email or phone inquiries).

How do we store your information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall.

Do we use 'cookies'?

Yes. We use cookies to analyze data about site traffic and site interaction in order to enhance site experiences and tools in the future. Cookies also help us better understand your preferences based on previous and/or current site activity, which in turn ensures we provide you with improved services.

We use cookies to:

- Ensure the website's security;
- Identify unique visitors and track a visitor's session on the website;
- Improve the system's effectiveness measurement;
- Identify and save user language preference.

Third-party disclosure

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we receive a written consent from you. This does not include website hosting partners and other parties who assist us in operating our



website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when its release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Third-party websites

Our website contains links to other websites or services. We are not responsible for such websites' or services' privacy practices. We encourage you to be aware when you leave our website and to read the privacy statements of each and every website and service you visit before providing your personal information. This Privacy Policy does not apply to such linked third party websites and services.

California Online Privacy Protection Act

CalOPPA requires commercial websites and online services to post a privacy policy. The law's reach goes beyond California and requires any person/company in the United States and anywhere in the world that operates websites collecting personally identifiable information from California consumers to post a conspicuous privacy policy on its website stating exactly the information being collected and those individuals or companies with whom it is being shared.

According to CalOPPA, we agree to the following:

- Users can visit our site anonymously;
- A link to our Privacy Policy is added on our home page or as a minimum, on the first significant page after entering our website;
- Our Privacy Policy link includes the word 'Privacy' and can easily be found on the page specified above.

Learn more about CalOPPA at: <http://consumercal.org/california-online-privacy-protection-act-caloppa/#sthash.0FdRbT51.dpuf>

Privacy Policy updates



We may update our Privacy Policy as required by applicable law, and to reflect changes to how we collect, use and store your personal information. You will be notified of any Privacy Policy changes via email and on our Privacy Policy page.

We encourage you to periodically review this page for the latest Information on our privacy practices. Unless stated otherwise, our most current Privacy Policy is the one that can be found on our Privacy Policy page.

This Privacy Policy was written in English, and may be translated into other languages for your convenience. If a translated (non-English) version of this Privacy Policy conflicts in any way with its English version, the provisions of the English version shall prevail.

Withdrawing your consent

If you do not wish for us to collect and process your data any more, please contact us at info@ravendronesolutions.com

Questions and your contact information

If you have any questions about our Privacy Policy or would like to access, correct, amend or delete any personal information we have about you, please contact us at info@ravendronesolutions.com