

Railinc Website Privacy Policy

This statement was last updated on August 30, 2004.

Your privacy is important to Railinc. This privacy statement discloses the privacy practices for <http://www.Railinc.com> and its affiliated websites ("Site," "Sites,") undertaken by Railinc. This policy may change over time. Amendments to this statement will be posted at this URL and will be effective when posted. Your continued use of this Site following the posting of any amendment, modification or change shall constitute your acceptance thereof. The effective date of this policy for you is the date that you first visited the Site.

Railinc abides by the fair information principles embodied in the Canadian Personal Information Protection and Electronic Documents Act, the Safe Harbor framework as set forth by the United States Department of Commerce, and California's Online Privacy Protection Act.

What information does Railinc collect?

When you register at Railinc, you will be asked to provide certain information, such as your name, address, telephone number and e-mail address. You may also provide information to Railinc voluntarily, by emailing our sales, customer service and human resources departments. Railinc will collect only such information as is strictly necessary for the purposes described in this privacy policy, as it may be amended from time to time.

If you decide to purchase any services or products from Railinc, we will need to collect your credit card number, credit card expiration date, credit card type, and billing name and address, in order to qualify and bill you for these services or products. Railinc does not store your credit card information; therefore, you must re-input your credit card information each time you place an order using our online forms.

Railinc uses data tracking software to collect information about activities on our Sites on an aggregate basis. This software records your IP address and tells us what parts of the Sites you have browsed. We will not know or keep track of precisely who you are as you use the Site. The data is used to track what areas of the Site are most frequently used to help us to improve the Site in the future.

Railinc may use 'cookies' on certain pages in order to, for example, make our applications easier for you to use. A 'cookie' is a small piece of information sent by a Web server to a Web browser, which enables the server to collect information from the browser. Cookies are stored on your hard drive, not on our site, so you can examine the data files and see exactly what information is being recorded. Most cookies are 'session cookies', meaning that they are automatically deleted at the end of a session. We use cookies to identify you when you visit this Web site and to keep track of your browsing patterns and build up a demographic profile. You are free to decline cookies if your browser permits, but to do so may depersonalize your experience on Railinc.

Note that any personal information which you post to a public message board or chat area becomes public information. Also note that given the global environment of the Internet, using the Internet to collect and process personal data necessarily involves the transmission of data on an international basis.

Railinc does not collect any information from children, nor does Railinc target or sell products for purchase by children. You must be 18 years of age or older to register with Railinc or to place orders online.

How is the information collected by Railinc used?

We process personal information collected through our Sites for the purposes of:

- Administering and fulfilling orders and accounts relating to customers or subscribers.

- Identifying potential customers or subscribers.
- Planning and managing our workload or business activity.
- Administering orders and accounts relating to suppliers of goods or services.
- Conducting market research surveys and other activities related to internal business analysis (with the goal of providing you with better products and services).
- Providing you with information about our products or services or the products and services we offer jointly with or on behalf of other organizations.
- In the event of a sale of all or part of one of our businesses, we may share customer information related to that business as part of the transaction.
- As required or permitted by law or regulatory authorities.

Who has access to my personal information?

In order to process credit card transactions, the purchase amount and the credit card information listed above will be securely transmitted to Nova Information Systems, Inc., a provider of transaction processing services. Nova Information Systems, Inc. uses full SSL encryption to ensure the protection of your credit card information. This information is transmitted to Nova Information Systems, Inc. SOLELY for the purpose of processing credit card transactions, and is not divulged to any other party.

Railinc may also employ other companies and individuals to perform functions on our behalf, such as fulfilling orders, delivering packages, sending postal mail and email, removing repetitive information from customer lists, analyzing data sets, providing marketing assistance (including without limitation direct and indirect marketing), and providing customer service. They have access to personal information needed to perform their functions, but may not use it for any other purposes. In certain circumstances, we may share your information with trusted service providers that need access to your information to provide operational or other support services. We may also provide information to regulatory authorities and law enforcement officials as required or permitted by law.

Within the Railinc organization, access to user information is limited to senior technical, accounting, and administrative employees, who use a secure ID and pass code to obtain access to user data on an as-needed basis for technical maintenance, customer service or exception handling purposes.

Do I get to choose what information I disclose?

Railinc does not collect, hold, use or communicate personal information concerning you unless you have given consent to use your information for the purposes specified by Railinc. By submitting information to Railinc, you give consent for such purposes. You can always choose whether or not to disclose information at Railinc. However, if you choose not to disclose certain information, such as your name and e-mail address, you will not be able to register, limiting your access to certain portions of the Site. Furthermore, your use of some of the applications and services may also be restricted if you choose not to disclose information necessary for billing purposes.

Will Railinc sell my personally identifiable information?

No, we will never divulge your personally identifiable information to any third party without your express prior permission, except to other companies providing services for Railinc related to the purposes stated in this privacy policy, purchasers of our business and as necessary for processing your credit card transactions (as noted above), or for complying with possible legal or governmental disclosure requirements (for example, in the case of a court order requiring disclosure of alleged criminal activity related to use of the site, in order to protect the public interest). See our Terms of Service for more information.

Companies that provide content to portions of our site may be given limited access to your information, both personally identifiable and aggregate data, if you visit their site via Railinc, visit Railinc's site via their site, and choose to sign up for one of their related services, purchase their

products, or give your consent for information to be sent to you. Railinc is not responsible for the privacy policies or content of these third party Web sites.

What safeguards does Railinc have in place to protect my information?

Railinc is committed to protecting and maintaining the integrity and privacy of your information. Railinc is operated from a secure environment with integrated security measures that protect against the loss, misuse, and alteration of the information under our control. Railinc uses Secure Socket Layer (SSL) technology to protect your data and provide security during transmissions of sensitive financial data.

How does Railinc internally address accountability for the use of my information?

Railinc employees are required to read and abide by the security and privacy policies stated in this document. Web security and privacy issues are regularly monitored and enhanced as part of Railinc's management of its technical operations and business practices.

Misuse of, or unauthorized access to, your personal information will result in strict and urgent action on the part of Railinc.

How long will Railinc keep my information?

Railinc will retain personal information only as long as is necessary for the purposes described in this privacy policy. Thereafter, the information will be destroyed, erased or depersonalized. The retention of certain personal information held by Railinc may be subject to statutory or regulatory provisions requiring the information to be retained for periods that are longer than the retention period for which Railinc requires it.

What if I need to change the personal information I previously disclosed?

You may change your information at any time. We encourage Railinc registered users to keep their personal information current and accurate. You can update your personal information by selecting 'Update My Profile' after selecting "Log In" and "Begin Shopping." You may also contact Customer Service to make changes by phone or email.

What will happen to my information if there is a change in your security and privacy policies?

Railinc will never use the information you provide in a manner different from that stated at the time of its collection, unless we receive your prior consent via e-mail.

Whom can I contact if I have any questions regarding my privacy?

If you have any requests concerning your personal information or any queries with regard to these practices, please submit a request for information to our designated privacy agent, Crys Truelove at crys.truelove@railinc.com or mail Crys Truelove c/o Railinc Corp., 7200 Weston Parkway, Cary, North Carolina 27513. If you would like to speak with someone immediately regarding the privacy policy in order to, for example, request a copy of this privacy policy, you may contact Customer Support at 877-922-7245.