

This Privacy Policy applies to Thom Duncan Avionics along with all subsidiaries, affiliates, successors and assigns thereof, referred to hereinafter collectively as Thom Duncan Avionics, “we”, “our” and/or “us”), our websites and services. Thom Duncan Avionics knows that you care how information about you is used and shared, and we appreciate your expectation that we will do so carefully and sensibly. By visiting this Thom Duncan Avionics website displaying this Privacy Policy or a link thereto, or by otherwise interacting with Thom Duncan Avionics, you agree to accept the practices described in this Privacy Policy. This Privacy Policy is further subject to the Thom Duncan Avionics Services Agreement related to the Thom Duncan Avionics services you utilize and/or purchase.

For questions on this Privacy Policy please contact our customer support via the contact information found on this Website.

Thom Duncan Avionics values your privacy and is dedicated to protecting your personal information and providing you with notice about what personally identifiable information we collect and how it is used, what choices you have regarding the collection, use and distribution of that information, the security procedures we implement to protect that information and what access you may have to correct any inaccuracies in the information we have collected from you.

What Information Is Collected

We receive and store any information you enter on our Websites or give us in any other way, such as via telephone, electronic mail, online or otherwise. For example, this information may be collected when you register a domain name or when you contact us for customer support. We may also periodically obtain both personal and non-personal information about you from other business partners, contractors and other third parties. Here are the types of information we gather:

Contact Information: We collect and retain personal contact information that you submit to us voluntarily and this includes, but is not limited to, your name, mailing address, web address, telephone number, e-mail address and other personally identifiable information.

Demographic Information: We may collect and store anonymous demographic information (such as your zip code, gender and age), and use this data to tailor your experience on our Websites, provide content that we think you might be interested in, perform general improvements to the Websites, and display the content according to your preferences. Such demographic information may be shared with partners, market researchers and other third parties on an aggregate, non-personally identifiable basis. No personally identifiable information will be linked to such aggregated demographic information that is shared with third parties.

Other Information: We collect and store certain types of information whenever you interact with us. For example, our servers track the type of web browser you are using and the page from which you link. Additionally, we log IP addresses (a unique number assigned to every computer on the Internet) in order to improve security, analyze trends and administer the Websites. We may track your movement within the Websites, the third-party website pages from which you were referred, access times and browser types. We use this information to gauge the effectiveness of our Websites, track information for statistical purposes and to improve the products and services we provide. We collect this information to better develop a sense of what services our customers need and identify areas of improvement to the Websites. We may use such information for marketing purposes, and to send information to you that we believe might be of interest. In addition, such information may be shared with partners, market researchers and other third parties on an aggregate, non-personally identifiable basis. No personally identifiable information will be linked to such aggregated information shared with third parties.

Cookies: The Websites may use “cookie” technology for such purposes as enhancing your online experience by making it easier for you to navigate through the Websites and making certain features work better. Cookies are text files which are commonly deposited by websites on a user’s hard drive when the user visits a website. The file identifies a user’s computer and can record the user’s preferences and other data about the user’s website visit. We do not extract information about individual users during this process. You may be able to configure your web browser to disable or refuse cookie or to indicate when a cookie is being sent. If you choose to disable cookies,

please note that certain services may not function correctly without it and your experience on our Websites may be hindered. Some website features or services simply do not function properly without cookies.

Third Party Cookies: We may use third-party advertising companies to serve ads on our behalf across the Internet. These companies may collect and use information about your visits to this and other websites and your interaction with our products and services in order to provide advertisements about goods and services of interest to you. However, no personally identifiable information (such as your name, address, email address or telephone number) will be connected with such information. They may use information about your visits to this and other websites to target advertisements for goods and services and may be used to keep track of user response to each advertisement. These targeted advertisements may appear on our Websites or on other sites that you visit. The anonymous information is collected through the use of a pixel tag or cookies, which are industry standard technologies used by most major websites. If you do not want such companies to collect this information you may opt-out.

To learn more about the use of this information or choose not to have this information used by certain third-party advertising partners, please visit the Network Advertising Initiative at <http://www.networkadvertising.org/choices> or go to <http://www.adobe.com/privacy.html>. You may be able to opt-out of ad targeting from certain third-party advertising partners that are members of the Network Advertising Initiative. Please note that if you delete your cookies, use a different browser, or buy a new computer, you will need to renew your opt-out choice.

How Personal Information Is Used

Our Use: We receive and store any personal information you enter on our Websites or give to us voluntarily in any other way and may use it to contact you from time to time. By registering on a Website and providing your telephone number, you agree that this action constitutes a purchase, inquiry and/or application for purposes of telemarketing laws. Regardless of the fact that your telephone and/or cell number may be listed with the Federal Do-Not-Call Registry or your local State Do-Not-Call list, you are providing your express written consent to receive future information (including telemarketing) about products and services from us and/or our affiliates, and you hereby agree and consent to our contacting you using the information you have provided to us. This means we may contact you by e-mail, phone and/or cell number (including use of automated dialing equipment and/or pre-recorded calls), text (SMS) message, social networks or any other means of communication that your wireless or other telecommunications device may be capable of receiving (i.e. video, etc.). We may also send you information or offers from time to time to the postal address or email address we have on file (as further outlined in this Privacy Policy). If you provide your name for a promotional offer or to enter a sweepstakes or contest and you win a prize, we may post a winner's list online where your name and city may be listed and will file your name with state agencies if required by law. You further acknowledge that you are not required to agree directly or indirectly or enter into an agreement regarding our telemarketing efforts as a condition of purchasing any goods or services from us or our affiliates.

Electronic Mail: From time to time, Thom Duncan Avionics may use your personal information to contact you by electronic mail concerning our services. These communications are often intended to inform you of important information regarding your account, or about general services provided by Thom Duncan Avionics and/or its affiliates. If you do not want to receive email from us or our affiliates regarding new services, please click the "unsubscribe" link which is included at the bottom of any email you receive from us. However, in order to fulfill our service obligations to you, we will continue to send you emails regarding your account administration, as well as any necessary information, such as renewal notices and instructions. By providing us with your email address you consent to receiving communications from us electronically and all notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing.

Service Related Uses: We may use your personal information to contact you about the goods or services you have purchased from us, or for other purposes in which you have expressed an interest, for example, if you have contacted customer service or made an inquiry. We will also provide you with service and account related announcements. For instance, if the delivery of a service or product is delayed we might send you an email, or other message, or if there is some service issue with something you might have ordered. Generally, you may not opt-out

of these communications, which are not promotional in nature. If you do not wish to receive them, you have the option to cancel your services with us.

Business Transfers: As Thom Duncan Avionics continues to develop its business, it might sell or transfer all or some of its business or assets, or create a separate business, and customer information generally would be transferred as one of the business assets of the company or be shared or transferred in the event of an insolvency, bankruptcy, receivership, or pledging of assets. Also, information about our users, including customer information, may also need to be disclosed in connection with a commercial transaction seeking financing, investment, support or funding.

Protection of Thom Duncan Avionics and Others: We may release account and other personal information when we are required to do so by law, court order, subpoena or other government or law enforcement authority or regulatory agency, including ICANN, in order to enforce or apply our Services Agreement or other agreements, or when we believe in good faith that disclosing this information is necessary or advisable, including for example, to protect the rights, property, or safety of Thom Duncan Avionics, our users, or others. This includes exchanging information with other companies and organizations for fraud protection, credit risk reduction or other similar purposes.

Sites Other Than Thom Duncan Avionics

Thom Duncan Avionics has no control over and is not responsible for the privacy policies or information gathering practices of other websites, including those to which we may link and those which may link to us. We strongly recommend that you review the privacy policies of every online service you use before submitting any personal information and direct any concerns to the site administrator of that website.

Limitation Of Liability

Thom Duncan Avionics ASSUMES NO RESPONSIBILITY OR LIABILITY WITH REGARD TO ANY THEFT, LOSS, ALTERATION OR MISUSE OF PERSONAL OR OTHER INFORMATION LAWFULLY PROVIDED BY Thom Duncan Avionics TO THIRD PARTIES, OR WITH REGARD TO THE FAILURE OF ANY THIRD PARTY TO ABIDE BY THIS PRIVACY POLICY OR SUCH THIRD PARTY'S PRIVACY POLICY OR ANY AGREEMENT BETWEEN THAT THIRD PARTY AND Thom Duncan Avionics.

Choice And Opt-Out

Because it is imperative that you have control over your personal information, we have taken steps to enable you to have access, receive a copy of, update, amend, delete or limit the use of your personal information.

You have the right to request a copy of your information. Before disclosing the requested personal information, we may ask you to provide information so that we can confirm your identity and for security purposes. We may charge a fee where permitted by law (for example, if your request is unfounded or excessive).

For customers located within the European Economic Area, if you wish to receive a copy, access and/or request us to make corrections to the personal information that you have stored with us (either yours or your customers), or wish to request a list of what personal information (if any) pertaining to you we disclosed to third parties for direct marketing purposes, please email us at info@thomduncanavionics.com.

At any time you can choose to no longer receive commercial or promotional emails or newsletters from us by accessing your user account and opting out. You also will be given the opportunity, in any commercial e-mail that we send to you, to opt out of receiving such messages in the future. It may take up to 10 days for us to process an opt-out request. We may send you other types of transactional and relationship e-mail communications, such as service announcements, administrative notices, and surveys, without offering you the opportunity to opt out of receiving them. If you prefer not to have us share your postal mailing information with these selected providers of goods and services that may be of interest to you, you can notify us at any time by emailing us at info@thomduncanavionics.com.

You also have the right to delete certain personal information about you that we store. For more information about what information may be deleted (without terminating your account), please email us at info@thomduncanavionics.com. To delete all of your personal information, you will need to terminate your account with us. Terminating your account erases all of your information from our databases, except that we may still retain certain information associated with your account for analytical purposes and recordkeeping integrity, as well as to prevent fraud, collect any fees owed, resolve disputes, enforce our terms and conditions, including but not limited to the Service Agreement, take actions we deem necessary to protect the integrity of our web site or our users, or take other actions otherwise permitted by law.

You have the right to file a complaint with your local supervisory authority for data protection (but we recommend that you contact us first). Most issues can be resolved timely on our end.

For our Canadian users:

Your rights to access your personal information are not absolute. We may deny access:

- When denial of access is required by law
- When granting you access would have an unreasonable impact on other people's privacy;
- To protect our rights and property; or
- Where the request is frivolous or vexatious.

We may provide this information in a standardized format that is not specific to you. The designated email address for these requests is info@thomduncanavionics.com.

Procedures Used To Protect Personal Information

We work to protect the security of your financial information during transmission by using Secure Sockets Layer ("SSL") software, which encrypts the information you input on the Website. Keep in mind however, that no method of transmission over the Internet or method of electronic storage that is 100% secure. Therefore, while we strive to use commercially acceptable means to protect your personal information we cannot guarantee its absolute security. You can further help to ensure your security by taking a few simple precautions. For instance, it is important to protect against unauthorized access to your computer and to any Thom Duncan Avionics username and password, and to be sure to sign off when you are finished using a shared computer.

Access To Personal Information

Thom Duncan Avionics gives you the ability to access the information you have provided for the limited purpose of viewing and, in certain cases, updating that information. To view or change this information, Thom Duncan Avionics customers may contact Customer Support or log in to your online account manager, if applicable.

Also, for customers located within the European Economic Area, upon receipt of a request, we will provide you with information about whether we hold any of your personal information. In addition to accessing your account, you may access, correct or request deletion of certain personal information (without terminating your account, discussed below) by contacting Customer Support. We will respond to your request within a timeframe imposed by local laws or a reasonable timeframe.

You can also choose to have your account terminated by following the cancelation instructions posted on thomduncanavionics.com. Terminating your account erases all of your information from our databases, except that we may still retain certain information associated with your account for analytical purposes and recordkeeping integrity, as well as to prevent fraud, collect any fees owed, resolve disputes, enforce our terms and conditions, including but not limited to the Service Agreement, take actions we deem necessary to protect the integrity of our web site or our users, or take other actions otherwise permitted by law. After you terminate your account, you will

not be able to access or use the Service, access any of your personal information or access any of the Customer Data. However, you can open a new account at any time. In addition, if certain information has already been provided to third parties as described in this Privacy Policy, retention of that information will be subject to those third parties' policies.

Past customers may request this information by emailing or calling Customer Support. Please note, however, that no financial information will be provided over the phone, and in no event will such information be provided without verification.

Children

You must be at least eighteen (18) years old to register online or purchase our goods or services. Thom Duncan Avionics does not knowingly collect information from children under the age of eighteen (18).

If we learn that we have collected the personal information of a child under eighteen (18), or equivalent minimum age depending on jurisdiction, outside the above circumstances we will take steps to delete the information as soon as possible.

Disputes

By choosing to visit the Websites and/or utilize any Thom Duncan Avionics services, you agree that any dispute you may have regarding this Privacy Policy the use of your information by Thom Duncan Avionics shall be governed by the laws of the United States of America and the State of Tennessee, without regard to conflict of laws principles, as if the Agreement was a contract wholly entered into and wholly performed within Lincoln County in the state of Tennessee. You further agree that any judicial proceeding relating to or arising out of this Privacy Policy or the use of your information by Thom Duncan Avionics shall be instituted only in a federal or state court of competent jurisdiction in Lincoln County in the state of Tennessee. You consent to the personal jurisdiction of such court and waive the right to challenge the jurisdiction of such court on grounds of lack of personal jurisdiction or forum non conveniens, or to otherwise seek a change of venue. Please note that if you enter into other agreements with Thom Duncan Avionics, such other agreements may supersede this Privacy Policy. If you have any concerns about your privacy at Thom Duncan Avionics, please contact customer support, and we will attempt to resolve it.

Effective Date

The Effective Date of this Privacy Policy is set forth below. Due to the constantly changing nature of our business, we reserve the right to change, update or modify this Privacy Policy at any time at our sole discretion, and will post any new Privacy Policy here. Any such change, update or modification will be effective immediately upon posting on our Website. You are responsible for checking our Websites frequently to keep apprised of recent changes. By going to our Websites or utilizing our services after the Effective Date you are deemed to have consented to our then-current Privacy Policy and will be bound by its terms.

How to Contact Us

For questions about this Privacy Policy please contact Customer Support.

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Effective Date: August 16, 2022

Additional Information

Your privacy is important to us and we will not do anything to violate your trust.

We collect these sorts of information on this site:

- Anonymous aggregate information about visits to this web site (this cannot be associated with a particular user)

- Personal information collected from customers who request additional information about our services (name, company, address, email address, phone number)

We treat customer information as strictly confidential – it is never revealed to third parties.

We use customer information for the following purposes:

- Determining upgrade/update eligibility
- Informing existing customers of new versions
- Fulfilling requests for additional information as part of the sales process
- Conducting market research

Google Site Stats

This site uses Google Site Stats to track clicks on Google Sponsored Links. We use this to make sure the search terms we advertise on are relevant.

[About Google Site Stats](#)

Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyze how users use the site.

The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google’s behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.