

4/21/2009

Your Personal Information

When you sign up with TrojanMemories.com, you establish a password-protected personal account for storing, organizing and sharing your digital images, as well as for using our other services. In order to establish your TrojanMemories.com account, we will need your name, email address and password.

The password will allow you access to your account; as such, it needs to be as secure as possible. A good password includes seemingly random letters and numbers, and isn't obvious (such as names of a spouse, child, or pet).

When you order products or services, we will need the shipping address, billing name and address, as well as the credit card number and expiration date.

We may occasionally request information from users through surveys or contests. Participation in these surveys or contests is completely voluntary. The information requested by us (or a third party survey vendor on our behalf) may include Personal Information, demographic information or attitudinal information. Rest assured, the information collected is only used for purposes of improving user satisfaction with TrojanMemories.com products and services, or in some cases, to notify winners and to deliver prizes. No Personal Information collected through these means is shared with or available to other third parties.

Any contact with our Customer Service team or communication from you, such as chat or emails, may be recorded to help us provide better service.

TrojanMemories.com uses state-of-the-art protection, including Secure Socket Layers (SSLs), to encrypt pages when collecting sensitive information such as your password or credit card number. This measure is designed to guard against interception of this information while it is on the Internet. You can tell if you are using a secure page by looking at the bottom of your browser window where you will see a lock. If the lock is closed, the page is encrypted.

TrojanMemories.com keeps the Personal Information you provide on servers that are protected against intrusion or unauthorized access by firewalls and other technological means. The servers are located in physically secure facilities, and only TrojanMemories.com employees and agents are given access to the information on a need-to-know basis.

Privacy of Your Pictures

We are committed to keeping your pictures private and secure. We will never make your pictures publicly accessible, except by your explicit action, or as otherwise noted in this policy. In order to provide quality products, TrojanMemories.com employees may see your pictures.

Privacy of Children

Our Web site is not intended for use by children under the age of 13. We do not knowingly collect personal information from children under the age of 13. Please do not register at TrojanMemories.com if you are under the age of 13.

Keeping You Informed Through Email & Mail

As a TrojanMemories.com member, we will notify you via email or through the mail about new features, products and promotions. You may unsubscribe (opt-out) to our notification services by selecting “unsubscribe” at the bottom of our promotional emails, or contacting one of our [Customer Service Representatives](#).

From time to time, we may send you service announcement updates with important information about TrojanMemories.com. Service announcements may contain information vital to your account, so members may not unsubscribe from service announcements.

Changes and Notification

We reserve the right to modify our privacy policy at any time. If our privacy policy changes, the revised policy will be posted on this site and we will change the ‘updated’ date on this page to reflect the date of the modification. Please check back periodically. We will notify you via email and/or prominent notice on our Web site for 30 days before transferring your Personal Information to a new entity as part of a merger, acquisition, reorganization or sale of some or all of our assets if the new entity's treatment of your Personal Information will materially differ from the treatment described in this policy.

Contact us

TrojanMemories.com will do its utmost to keep all your information up to date when you provide it to us, and to guard your privacy by continuously evaluating the enforcement and nature of our policies.

- If any of your Personal Information changes, or you identify a mistake in our records, please contact us and we will update your data.
- Please [contact us](#) to communicate any questions or concerns.