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AVAILABILITY

ESC-20's goal is continuous access, 24 hours per day, to our website. However, there may be times when the site is unavailable due to routine maintenance. Maintenance times are selected after identifying peak usage times and avoiding being down during those periods.

LIMITATIONS OF LIABILITY

ESC-20 does not guarantee that service will be uninterrupted or error-free. Content is provided on an 'as is,' as available basis. ESC-20 does not guarantee that any file available for downloading is free of viruses or similar contamination or destructive features.

ACCESSIBILITY

ESC-20 has made every effort to meet the Section 508 Accessibility Standards. We are not able to guarantee, however, that all components of this website are compatible with all web browsers designed to assist individuals with special needs. We continue to work toward the goal of complete accessibility.

BROWSER SPECIFICATIONS

Complete functionality of certain parts of the ESC-20 website depends on the use of specific browsers and features and the use of cookies. We recommend using currently supported versions of Microsoft Internet Explorer, Netscape, and Mozilla for PCs and Microsoft Internet Explorer, Safari, Netscape, Opera, and Firefox for Mac OS X, but other browsers and versions may still be able to access most of the site. Some interactive applications may require Internet Explorer 5.5 or above.

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PRIVACY POLICY

General

ESC-20 is committed to respecting your privacy. We recognize your need for reasonable control of personally identifiable information that you share with ESC-20. However, ESC-20 is subject to the Public Information Act, which means that the information contained in public records is presumed to be open to the public unless a specific section of the act allows the information to be withheld. Information submitted electronically to ESC-20 through the website is used to better understand your needs and to provide you with better service. To help us improve your experience, ESC-20 may also track your use of our website. ESC-20 does not share personal information with third parties for marketing purposes.

Accessing our Website

You are not required to provide personal information to access the publically available portions of our website. We do not collect personal, identifying information such as your name and e-mail address unless you provide that information.

IP Address

ESC-20 may collect user IP addresses (the Internet address of a computer) to determine trends and statistics to improve our site and the services we offer, and to help diagnose problems and administer our website. The IP addresses we collect are not linked to personally identifiable information. Nevertheless, you should know that, if necessary, an IP address can and will be used to identify anyone responsible for threatening the integrity or security of the site or our computer systems and information networks.

Cookies

ESC-20 uses cookies (text files placed on your hard drive by a web server) to help personalize and maximize your browsing experience. Cookies cannot pass on viruses, harm your computer or pass on private information such as an e-mail address without the user's intervention. They are uniquely assigned to your computer and can only be read by a web server in the domain that issued the cookie.

Your browser can be configured to alert you when a site is attempting to send you a cookie and allow you to accept or refuse the cookie. If you choose to decline cookies, however, you may not have access to the full functionality of the ESC-20 website, including the secured-access applications.

Account Information and Protection of Information

Some areas of the ESC-20 website are secured and may only be accessed with a specific user identifier (user ID) and password. To access these areas you may be required to create an account. To set up an account you may be required to provide the following:

- Contact information such as your name and e-mail address
- Unique identifier such as your Social Security Number (SSN) or employee ID
- Demographic information such as ZIP code and date of birth
- Financial information to invoice for products or services purchased

ESC-20 uses your account information in the course of business to provide products or services you request and respond to questions or problems. ESC-20 also uses your account information to bill you for products and services purchased through the online system.

ESC-20 has security measures in place to protect the loss, misuse, and alteration of information under our control. For security reasons, do not share your user ID or password.

Online Forums, Message Boards, and other Web 2.0 tools

The ESC-20 website makes forums, message boards and other interactive tools available on certain areas of our website as well as through links to third party sites which host ESC-20 content. You should be aware that any personally identifiable information you submit through these applications becomes public information and may be read, collected, or used by other users of these tools. ESC-20 is not responsible for safeguarding the personally identifiable information you choose to submit when using these tools.

Links

The ESC-20 website contains links to other websites. ESC-20 is not responsible for the privacy practices of sites other than our own even if those sites host ESC-20 content. We encourage you to be aware of the privacy statements on other websites and to read these statements.

Online Purchases

ESC-20 uses industry-standard practices and software to safeguard the confidentiality of your personal, identifying information. Firewalls and Secure Socket Layer (SSL) encryption protect credit card information you've provided for any online purchases.

Changes to this Statement

ESC-20 reserves the right to change this privacy statement at any time. Notification of changes will be posted on the ESC-20 website. Because these changes may affect your personal information, we suggest that you look for information regarding changes on a regular basis and review the changes as soon as they are published on the website.