The Feedback Lab Program Privacy Statement

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(Last updated January 2018)

At Microsoft, we are committed to protecting your privacy. This privacy statement explains data collection and use practices of the Feedback Lab Program (the "Program"); it does not apply to other online or offline Microsoft sites, products, or services. By participating in the Program, you consent to the data collection and use practices described in this statement.

Collection of Your Information
We will collect personal information if you choose to participate in the Program. The personal information we collect may include your name, gender, e-mail address, city, and ZIP code. In addition, we will collect and store your survey responses. If you choose to participate in the automated feedback program, information about your software and your computer will be recorded and sent back to Microsoft. This information includes, but is not limited to:

- Windows usage behavior including installed and used applications.
- Number and type of software errors encountered.
- Performance of software and hardware products installed on your computer.
- File and folder structures on your computer, including number of types of files in folders, such as number of jpg files in the Pictures folder.
- What transpired during a network problem, including data obtained from various network connections, components, and devices installed on your computer.
- System-specific information, such as hardware, devices, drivers, and settings installed on your computer.
- Registry values.
- Event logs.
- Windows Customer Experience Improvement Program (CEIP) data.
    - More information about this program can be found in the Microsoft privacy statements.
- All mouse clicks and certain hot keys (but not all keystrokes).
- The domain name of web addresses you visit (for example, http://www.facebook.com, http://entertainment.msn.com).
- The context of each open window, which includes, for example, the Windows title at the very top of the window.

As part of the information collection, there is a chance that personal information may unintentionally be collected. Depending on the programs and websites you use, this could include the subject of e-mail messages and information you enter or view on your computer or online, possibly including sensitive personal information. Microsoft does not use this personal information and will attempt to avoid collecting it.

Both your survey responses and automated feedback will be associated with your personal information. Please note that this differs from the CEIP disclosures in the Microsoft privacy statements. If you choose to participate in the automated feedback program of the Feedback Lab Program, the CEIP data we collect while you are in the automated feedback program will be associated with the personal information we collect from you through the Feedback Lab Program.

Use of Your Information
We use your information to operate the Program for research purposes to help improve our products and services.

We occasionally hire other companies to provide limited services on our behalf. One such company is Vision Critical Communications (US) Inc. (VCCI). VCCI is a third party supplier that helps us host and manage the Feedback Lab Program website and services. We will only provide those companies the personal information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Microsoft or its vendors may access and/or disclose personal information if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Microsoft or the Program; (b) protect and defend the rights or property of Microsoft (including enforcement of our agreements), or (c) act in urgent circumstances to protect the personal safety of Microsoft employees, users of Microsoft products or services, or members of the public.

Personal information collected by the Program may be stored and processed in the United States or any other country in which Microsoft, VCCI or their respective affiliates, subsidiaries or agents maintain facilities, and by participating in the Program, you consent to any such transfer of information outside of your country. Microsoft abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union.

Choice and Control
The Microsoft Feedback Panel software occasionally checks online to ensure that you are running the most current version of the software and automatically installs an upgrade if a newer version is available.

Except as otherwise described in this statement, personal information you provide to the Program will not be shared outside of Microsoft, VCCI or their respective controlled subsidiaries and affiliates without your permission. If you decide to withdraw from the program, please log into the portal (www.thefeedbacklab.com) and update your profile, or e-mail "unsubscribe" to support@thefeedbacklab.com. If you are a member of the automated feedback program, please also uninstall our software.

Please be aware that this privacy statement and the choices you make for this Program will not necessarily apply to personal information you may have provided to Microsoft in the context of other, separately operated, Microsoft products or services.

Access to Your Information
You can review and update your personal information (provided through surveys) at the Feedback Lab Program website or by e-mailing support@thefeedbacklab.com.

Security of Your Information
Microsoft is committed to protecting the security of your personal information. We use a variety of security technologies and procedures to help protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities. Additionally, when we transmit sensitive personal information (such as a credit card number) over the Internet, we help protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Use of Cookies
We use cookies on this Site to ensure the integrity of the registration process and to personalize the Site. A cookie is a small text file that is placed on your hard disk by a Web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a Web server in the domain that issued the cookie to you. One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page,

or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. This simplifies the process of delivering relevant content, eases site navigation, and so on. When you return to the website, the information you previously provided can be retrieved, so you can easily use the site's features that you customized.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of this or other website you visit.

Changes to the Privacy Statement
We may occasionally update this privacy statement. When we do, we will also revise the "last updated" date at the top of the privacy statement. For material changes to this privacy statement, we will notify you either by placing a prominent notice on the home page of our website or by directly sending you a notification. We encourage you to periodically review this privacy statement to stay informed about how we are helping to protect the personal information we collect. Your continued use of the service constitutes your agreement to this privacy statement and any updates.

Contact Information
Microsoft welcomes your comments regarding this privacy statement. If you believe the Program has not adhered to this statement, please notify us by e-mail at support@thefeedbacklab.com and we will do our best to promptly determine and remedy the problem. Be certain the words "Privacy Statement" are in the subject line. Our mailing address is One Microsoft Way, Redmond, Washington 98052-6399 U.S.A