

## Acceptable Use, Privacy, and Security Policies

Treehouse Condo Rentals, Inc. believes it is important to set an appropriate example in the areas of Security, Customer Service Standards, Privacy Policies, and Acceptable Use Policies.

### Customer Service

We maintain a 24 hour Online Help Desk. Any and all issues should be sent here first for the fastest possible response.

### Delivery Process

Our order and delivery process can sometimes take 24 to 72 hours to hand process each order. We do this for intellectual property protection and for internal security reason. Most orders are processed Monday through Friday from 9:00AM to 5:00PM Pacific. Weekend orders may be processed during after hours, however in most cases, we begin processing these orders on the following Monday and the same 24 to 72 hour time frame remains applicable.

### Privacy

Information provided to Treehouse Condo Rentals, Inc. will never be provided to any 3rd party – unless you give express permission to do so. We respect your privacy and do not partake in the practice of selling customer information for any reason. We will never use your personal or business information in any way that violates your privacy. When you provide any information to us, it will only be used in such a manner as has been made clear to you, with your acknowledgement and permission.

### Security

Any critical data (financial or otherwise) transmitted to us is done so using RSA-128 bit encryption – the strongest encryption algorithm available for secure financial transaction on the Internet. We take every precaution we can to protect your data.

### Acceptable Use

Anyone who uses our services must abide by the following widely accepted standards of acceptable use:

#### a. Abuse

We do not partake in any form of Internet abuse and will not tolerate those that do (zero tolerance). If any of our customers or members using our services or software are accused of using these tools for any activity generally recognized as net abuse (including but not limited to: unsolicited mailings, unsolicited newsgroup postings, email harvesting, rogue endless pop-ups or malicious scripts), we will investigate the matter aggressively and swiftly. Accounts found to be in violation of this policy are subject to immediate termination at the sole discretion of appropriate Treehouse Condo Rentals, Inc. staff members. [condos@treehousecondos.com](mailto:condos@treehousecondos.com) is always open to receive as well as swiftly investigate and act on abuse reports.

#### b. Mailing List Management

All mailing lists at Treehouse Condo Rentals, Inc. are maintained via an opt-in method that records the IP address of the person subscribing to the particular list.

We are currently in the process of developing a confirmed opt-in system for all subscriptions. In the meantime, we are aggressively tracking anyone who may subscribe someone to one of our lists without their permission.

Anyone subscribing someone to a list without their permission will have this activity reported to the abuse department of the owner of the IP block in question and the abuse department of its upstream encouraging the termination of the abusing user.

Any newsletter mailing sent from Treehouse Condo Rentals, Inc. always includes a clear and easy unsubscribe link.

Anyone using any of Treehouse Condo Rentals, Inc. products and services in conjunction with any mailings must also abide by these standards.

c. Fraud

We take fraud quite seriously and will aggressively prosecute any fraudulent transaction conducted using our networks or products in any way shape or form. All fraud attempts will be reported to the Secret Service (the arm of the U.S. Treasury Department that prosecutes Internet fraud), the owner and upstream of the IP block related to the fraud, and any other agencies as we see fit in order to terminate, prosecute, and otherwise seek justice against the perpetrators of said fraud. Fraud violates the trust of the Internet as a whole and lessens consumer confidence in the Internet. As such, we take it quite seriously.