

# Privacy Policy

## HOLLYWOOD OS®/HOLLYWOOD OPERATING SYSTEM® PRIVACY POLICY

HOLLYWOOD OS® promotes truth, trust, privacy and security as core attributes of our service to subscribers and non-subscribers. HOLLYWOOD OS® has created this Privacy Policy demonstrate our firm commitment to your privacy. This Privacy Policy is applicable to the website owned and operated by Hollywood OS® and reserves the right to change this Policy and any Company Policy, Staff, Ownership, Management Change, Guidelines, Rules, Regulations, at any time. Your continued use of this the Hollywood Operating System® Website will signify your acceptance of all updates and changes. It is your responsibility to review the Terms of Use, Legal Notices and Privacy Policy in a timely fashion.

HOLLYWOOD OS® views your privacy as one of its most important values. Accordingly, HOLLYWOOD OS® wants you to know how it protects your information and the choices you have about how it is used. The following Privacy Policy points summarize and clarify HOLLYWOOD OS® commitment to you, including: how it safeguards your privacy, how it treats personal information, and the choices you have concerning its use of your information. HOLLYWOOD OS® understands that for you to take full advantage of the benefits of this interactive medium, it must act reasonably to ensure your privacy.

### I. COLLECTION AND USE OF INFORMATION

HOLLYWOOD OS® is the sole owner of the information collected on this site. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. HOLLYWOOD OS® collects information from our users at several different points on our website. Passwords and user identification codes for all users accessibility, content and authorization cannot be transferred or loaned. Said misuse can result in the permanent revoke, access loss, non-refundable. No account holder shall distribute, promote or solicit other members without the expressed written consent and authorization of HOLLYWOOD OS®. Such abuse will not be tolerated. Violations could result in legal action.

#### A. Subscription Information

In order to become a Subscriber of HOLLYWOOD OS®, a user must first complete the registration form. During registration a user is required to give their contact information (such as email address). This information is used to contact the user about the services on our site for which they have expressed interest. It is optional for the registered user to provide any demographic information and unique identifiers such as social security numbers, but encouraged so we can provide a more personalized experience on our site. As described below, paying subscribers will only be asked for such information as they need to complete their portfolio and payment information, but such information may be required for Subscription.

#### B. Order

We request information from the user on our registration form. Here a user must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill customer's orders. If we have trouble processing an order, this contact information is used to get in touch with the user. In addition, our registration form requests, and in some cases requires, additional user information, including resume information, demographic information, and other items. Where such information is requested, users are not obligated to provide it, but are encouraged to do so in order to allow a more personalized experience on our site. Where such information is required, generally because it is necessary for the proper functioning of HOLLYWOOD OS® product offering, you will not be able to subscribe to HOLLYWOOD OS® without providing the information.

#### C. HOLLYWOOD OS® does not read your private online communications.

HOLLYWOOD OS® honors the confidentiality of its Subscribers private communications in private chat rooms and E-mail messages. However, we reserve the right to revoke such private communication at any time if we feel our Terms of Use have been violated. HOLLYWOOD OS® does not read or disclose private communications except to comply with valid legal process such as a customer complaints, search warrant, subpoena or court order, to protect HOLLYWOOD OS® rights and property, or during emergencies when it believes physical safety is at risk. Of course, what you write or post in public chat rooms and message boards is available not only to HOLLYWOOD OS®, but to all Subscribers and/or other users of the Website. The HOLLYWOOD OS® forum is exclusive to Subscribers, casting directors and HOLLYWOOD OS®. Some forums are not private message boards. However, your name and photo will appear if you post on other various boards.

#### D. HOLLYWOODOS.COM/HOLLYWOODOPERATINGSYSTEM.COM

HOLLYWOOD OS® does not give out your telephone number, email addresses, usernames, or other contact information unless you authorize it to do so. HOLLYWOOD OS® gives you the opportunity to correct your personal contact information at any time and provides you information on how this can be done. Email removal information is also contained within every casting alert.

When you subscribe as a paying Subscriber of HOLLYWOOD OS®, you are asked for your name, address and telephone number and are given a user name to use on HOLLYWOOD OS®. Here is how HOLLYWOOD OS® protects that information:

- 1) HOLLYWOOD OS® will not give out your contact information except as you have authorized us to do so. HOLLYWOOD OS® gives you the opportunity to designate what contact information may be provided to other Subscribers and/or users of the Website and to Industry Professionals, who may then use such information to contact you. Also, in order for HOLLYWOOD OS®'s product offering to function properly certain Subscriber contact and portfolio information is always available to Industry Professionals, and Industry Professionals are entitled to share such information (including, without limitation, by forwarding portfolio URLs containing contact and portfolio information, which forwarded portfolio URLs will be accessible to persons other than Industry Professionals) for only a limited period of time, for project specific professional purposes. Although HOLLYWOOD OS® requests Industry Professionals to submit certain credentials to HOLLYWOOD OS® and to make certain representations to HOLLYWOOD OS® cannot ensure that such credentials and representations are truthful and correct. HOLLYWOOD OS® subjects Industry Professionals to a limited review process before they are allowed to access the Website, however, HOLLYWOOD OS® cannot represent or warrant that any Industry Professional is legitimate or will use your personal information appropriately and/or in compliance with such Industry Professional's agreements with HOLLYWOOD OS®.
- 2) When you participate in public areas of the Website the information you post is available for all users of the Website to see. Accordingly, you should not post private or sensitive information to the Website.
- 3) When you provide information in connection with open casting notices, such information is available to the persons posting such open casting notices (who may or may not be Industry Professionals) and, unless otherwise specified, may be used by them as they see fit.
- 4) HOLLYWOOD OS® may provide aggregated demographic information to third parties, but it will not disclose your individual personal information to any third parties without your prior consent. HOLLYWOOD OS® also collects and uses other anonymous statistical information for internal purposes.
- 5) HOLLYWOOD OS® partners with other companies to provide specific services and offers to users. When a user signs up for these services, such as magazine subscriptions or other promotional offers, HOLLYWOOD OS® will share names and other information (including, where applicable, credit card information) that is necessary for the third party to provide these services. These parties are not allowed to use personally identifiable information except for the purpose of providing these services or as otherwise specified in connection with the applicable offers.
- 6) There is an important exception to the foregoing policies. HOLLYWOOD OS® will release specific information about you or your account activity to comply with a search warrant, subpoena or court order, or in special cases such as when a physical threat has been made to you or others. We use an outside shipping company to ship orders, and a credit card processing company to bill users for goods and services. These companies do not retain, share, store or use personally identifiable information for any secondary purposes. In addition, people may subscribe to HOLLYWOOD OS®'s Website at certain companies or businesses with which HOLLYWOOD OS® has a promotional partnership or other relationship. These companies or businesses do not retain, share, store or use information (including credit card information) provided solely in connection with subscribing to HOLLYWOOD OS® Website for any secondary purposes. Non-professional, non-becoming, disruptive behavior (see Terms of Use) reported to HOLLYWOOD OS about you, by industry professionals, will become public information for those casting directors who value and rely on the reputation of the HOLLYWOOD OS clientele. We reserve the right to refuse service and may cancel you at any time. All non-professional behavior will be reported.

#### E. LINKS

This Website may contain links to other sites. Please be aware that we at HOLLYWOOD OS® are not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every Website that collects personally identifiable information. This privacy statement applies solely to information collected by this Website.

#### F. NEWSLETTER

If a user wishes to subscribe to any newsletters we may offer, we ask for contact information such as name and email address.

#### G. SURVEYS & CONTESTS

From time-to-time our site requests information from users via surveys or contests. Participation in these surveys or contests is completely voluntary and the user therefore has a choice whether or not to disclose this information. Information requested may include contact information (such as name and shipping address), and demographic information (such as zip code, age level). Contact information will be used to notify the winners and award prizes. Survey information will be used for purposes of monitoring or improving the use and satisfaction of this site.

## H. REFERRALS

If a user elects to inform a friend about our site, all we ask for the friend's name and email address. HOLLYWOOD OS® will send your friend a onetime email inviting them to visit the site. The friend may contact HOLLYWOOD OS® anytime to request the removal of their information from our database.

## I. SPECIAL OFFERS

We send all new Subscribers a welcoming email or other correspondence to verify password and username. Established Subscribers will occasionally receive information on products, services, special deals, and a newsletter. You may contact HOLLYWOOD OS® anytime and have your name removed from this list if you do not want to receive this special offer information.

## J. SITE AND SERVICE UPDATES

We also send the user site and service announcement updates. Subscribers are not able to un-subscribe from service announcements, which contain important information about the service. We communicate with the user to provide requested services and in regards to issues relating to their account via email, online posts or phone. It is the responsibility of the Subscribers/Registered Non-Subscribers to regularly review the Terms of Use, Privacy Policy and Legal Notices for any changes and updates.

## K. SECURITY

HOLLYWOOD OS® strives to use state-of-the-art technology to keep your personal information as secure as reasonably possible. HOLLYWOOD OS® has also put in place privacy protection control systems designed to help ensure that your personal data remain safe and private both online and off-line. When our information/registration/order form asks users to enter sensitive information (such as credit card number and/or social security number), that information is encrypted and is protected with what is among the best encryption software in the industry, but we cannot guarantee the security of one's private information in this age of technology. Non-Subscribers and Subscribers are willfully adding, updating, completing, personal information and have access to do so at any time with a user identification and password. While on a secure page, such as our order form, the lock icon on the bottom of Web browsers such as Netscape Navigator and Microsoft Internet Explorer become locked, as opposed to un-locked, or open, when you are just "surfing."

While we use encryption to protect sensitive information online, we also do everything in our power to protect user-information off-line. All of our users' information, not just the sensitive information mentioned above, is restricted in our offices. Only employees who need the information to perform a specific job (for example, our billing clerk or a customer service representative) are granted access to personally identifiable information. For example, if you call HOLLYWOOD OS®'s Customer Relations department with a concern or complaint, the representative is allowed to access only the personal information that he or she needs to address your concern. Furthermore, all employees are kept up-to-date on our security and privacy practices and are required to acknowledge that they understand and will comply with this Privacy Policy. Employees who violate the Privacy Policy are subject to disciplinary action, up to and including termination and/or legal action. In addition, companies with which HOLLYWOOD OS® contracts as its agent in conducting business are required to adhere to confidentiality agreements to ensure that your information remains safe and secure. Frequently, as well as any time new policies are added, our employees are notified and/or reminded about the importance we place on privacy, and what they can do to ensure our customers' information is protected. Finally, the servers that we store personally identifiable information on are kept in a secure environment. HOLLYWOOD OS® encourages its content, commerce and advertising partners to post clearly their own privacy policies and to have privacy control systems in place to protect your personal information. Be sure to review their privacy policies and contact them directly if you have any questions. HOLLYWOOD OS® is not responsible for the practices or policies of sites owned or operated by third parties. If you have any questions about the security at our website, you can contact us anytime at info (at) hollywoodos.com.

## L. CORRECTING/UPDATING YOUR PERSONAL INFORMATION

If a user's personally identifiable information changes (such as your contact information, email address, zip code, etc.), or if a user no longer desires our service, we will endeavor to provide a way to correct, update or remove that user's personal data provided to us. This can usually be done at the Subscriber information page. If you are unable to access this page for any reason, the user also has the option to contact us at HOLLYWOOD OS® or contact us by phone at (310) 289-9400 or by emailing info (at) hollywoodos.com. Additionally, the user may contact Customer Service by mail at HOLLYWOOD OS® 3108 W. Magnolia Blvd., Burbank, CA 91505.

In order for HOLLYWOOD OS® to properly fulfill its obligation to you, it is necessary for us to supplement the information we receive with information from third party sources. In order for HOLLYWOOD OS® to enhance its ability to tailor the site to an individual's preference, we may combine information about the purchasing habits of users with similar information from our partners to create a personalized user profile. When a user makes a purchase from either of these companies, the companies collect and share that purchase information with us so we can tailor the site to our users' preferences.

**M. HOLLYWOOD OS® TAKES EXTRA STEPS TO PROTECT THE SAFETY AND PRIVACY OF CHILDREN.**

Young people need special safeguards and privacy protection. HOLLYWOOD OS® realizes they may not understand all the provisions of this Privacy Policy or be able to make thoughtful decisions about the choices available to adult Subscribers. Accordingly, HOLLYWOOD OS® has special privacy policies to protect children and teens who use its service. HOLLYWOOD OS® urges all parents to teach their children about protecting their personal information while online. For Subscribers under eighteen (18) years of age, HOLLYWOOD OS® requires prior consent from a parent or guardian before they can subscribe to HOLLYWOOD OS® .

**N. HOLLYWOOD OS® WILL KEEP YOU INFORMED, CLEARLY AND PROMINENTLY, ABOUT WHAT IT DOES WITH YOUR PERSONAL INFORMATION, AND IT WILL ADVISE YOU IF IT CHANGES ITS POLICY.**

A key part of HOLLYWOOD OS® 's commitment to protecting your privacy is explaining to you how it may use your personal information. This Privacy Policy serves that purpose, and it is accessible through several means within HOLLYWOOD OS®. When you Subscribe, become a Non-Subscriber or become Searchable in the Talent Search Engine, you are presented with the Terms of Use, and should at that time familiarize yourself with them and all items incorporated in the Terms of Use and Legal Notices. In addition, this Privacy Policy is easily accessed through the "Privacy Policy" links prominently posted on the Website. It is the responsibility of the Subscriber to routinely log into their account and review information and notices. If you'd like to comment on or have questions about this Privacy Policy, or if you have a concern or policy violation you wish to report, please contact us at HOLLYWOOD OPERATING SYSTEM®.

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