

ONLINE PRIVACY POLICY

This document sets forth the *Invisible Service Technicians, LLC* Online Privacy Policy (the "Privacy Policy") for this Web site, www.istmonitor.com (the "Site"). If you have objections to the Privacy Policy, you should not access or use this Site. This Privacy Policy does not govern privacy practices associated with offline activities of *Invisible Service Technicians, LLC*.

Changes in Privacy Policy:

Invisible Service Technicians, LLC reserves the right to change the Privacy Policy from time to time at its sole discretion, and will provide notice of material changes on the home page of the Site.

You will be deemed to have been made aware of, and will be subject to, the changes to the Privacy Policy by your continued use of the Site after such notice has been posted for thirty (30) days.

Entities Collecting Personal Information:

There may be times (such as when you request information about a product and/or service) when we ask you to provide certain personally identifiable information about yourself. The types of information that may be collected include your name, company name, address, e-mail address, telephone number, fax number. Whether or not to provide such information is completely your own choice. But if you choose not to provide the information we request, you may be unable access certain services, offers, and content on the Site.

When you use the Site, *Invisible Service Technicians, LLC* does collect certain technical and routing information about your computer to facilitate your use of the Site and its services. For example, we may log environmental variables, such as browser type, operating system, CPU speed, and the Internet Protocol ("IP") address of your computer. We use these environmental variables to facilitate and track your use of the Site and its services. *Invisible Service Technicians, LLC* also uses such environmental variables to measure traffic patterns on the Site.

The Site may contain links to other sites at which personal information is collected. In such instances, unless expressly provided to the contrary, the collection and use of your personal information will be governed by the privacy policy applicable to that site. That privacy policy should identify the entity that is collecting your personal information.

Your Choices with Respect to Personal Information:

Invisible Service Technicians, LLC recognizes and appreciates the importance of responsible use of information collected on this Site. By giving us your contact information and requesting a response, you have given consent for *Invisible Service Technicians, LLC* to contact you regarding services and special offers available from

Invisible Service Technicians, LLC by mail, email or telephone. If you do not wish to be contacted further, let us know by email to info @istmonitor.com.

Use of Your Personal Information:

Invisible Service Technicians, LLC will never sell your personal information. We may share this information with *Invisible Service Technicians, LLC* certified HVAC Contractors, HVAC Distributors or Sales Representatives who are affiliated with but not directly employed by *Invisible Service Technicians, LLC* for the purpose of fulfilling your request for information.

Protection of Your Login Information:

For Contractors and Distributors to access the private area of the site, *Invisible Service Technicians, LLC* will provide them a password and unique customer ID. We recommend that you do not divulge your password to anyone. In addition, your Registration Information resides on a secure server that only selected *Invisible Service Technicians, LLC* personnel have access to via password.

Use of Cookies:

When you visit this Site, you can browse the Site and access important information without revealing your identity. In order to improve our Site, we use "cookies" to track your visit. A cookie is a small amount of data that is transferred to your computer by a Web server and can only be read by the server that gave it to you. It functions as your identification card, and enables *Invisible Service Technicians, LLC* to record your password and username. It cannot execute as code or deliver viruses.

Most browsers are initially set to accept cookies. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it. (For some Web pages that require an authorization, cookies are not optional. Users choosing not to accept cookies will probably not be able to access those pages.)

While www.istmonitor.com uses cookies to track your visit, and our Web servers automatically log the IP/Internet address of your computer, *Invisible Service Technicians, LLC* does not use this information to identify you personally. However, if you expressly provide consent for istmonitor.com to "remember" the unique identifier that you select when you log on to the private area of the site, that unique identifier will be stored on a cookie on your computer.

Contacting *Invisible Service Technicians, LLC*:

You can contact *Invisible Service Technicians, LLC* either by writing or calling *Invisible Service Technicians, LLC* at:

Invisible Service Technicians, LLC
Invisible Service Technicians, LLC
2000 Ford Circle, Suite G
Milford, OH 45150
513.248.0900

www.istmonitor.com

info@istmonitor.com

Please include your name, address, and/or e-mail address when you contact us.

Privacy-Related Inquiries and Complaints:

Invisible Service Technicians, LLC takes its users' privacy concerns seriously. If you believe that *Invisible Service Technicians, LLC* has not complied with this Online Privacy Policy with respect to you or you have other related inquiries or concerns, you may write to the *Invisible Service Technicians, LLC* Privacy Officer at the address indicated above.

In your letter, please describe in as much detail as possible the nature of your inquiry or the ways in which you believe that the *Invisible Service Technicians, LLC* Online Privacy Policy has not been complied with. We will investigate your inquiry or complaint promptly.

Revised and Updated February 25, 2008