

PALM PRIVACY POLICY

Our goal is to help you make informed decisions about the personal information you share with us. This privacy policy addresses how Palm collects, uses, shares, and protects your personal information.

1. Collection and Use

Personal information is information directly identifiable to you, such as your name, address, email address, and phone number, as well as other non-public information associated with such information. Some examples of how we collect and use personal information include:

- **Account Set-Up.** If you set up an account to receive services we provide through your Palm mobile device, we will collect your name, phone number, email address and account settings to process your registration and provide those services. If you set up an account through the Palm website to receive newsletters and other communications, we will collect your email address and other information you provide to fulfill your request.
- **On-Device Services.** If you use services we provide through your Palm mobile device, we will collect information relevant to providing the services and as you designate. For example:
 - **Remote Diagnostics and Updates.** When you use a remote diagnostics or software update service, we will collect information related to your device (including serial number, diagnostic information, crash logs, or application configurations) as required to help identify and troubleshoot issues, and to provide such services.
 - **Back-up and Restore.** When you use a back-up and restore service for data stored on your device, we will collect the contacts, calendar, memo, tasks, and other information on your device to help enable retrieval of that data when restoring or replacing your device.
 - **Location Based Services.** When you use location based services, we will collect, transmit, maintain, process, and use your location and usage data (including both real time geographic information and information that can be used to approximate location) in order to provide location based and related services, and to enhance your device experience.
- **Palm Website.** When you visit the Palm website, your IP address, browser, reference site domain name, and the pages you visit may be logged. This data is used to improve the content and functionality of the Palm website and the services provided to you.
- **Sales Orders, Product Registration, and Customer Support.** When you order products or services from us, register your product, or contact our customer support associates, we will collect your name, email address, address, phone number, and payment-related information, each as applicable, so that we can fulfill your order, register your product, provide the products or services that you have requested, and provide information about product or service offerings that might interest you.

- **Marketing Programs.** When you participate in contests, sweepstakes, or other promotional events from Palm, we will collect your name, email address, address, and phone number, so we can administer the contest, notify winners and provide related information to you.
- **Feedback and Postings.** When you provide us feedback, post information on our forums, or send us correspondence, we may collect the information you submit to address the business purpose of your communication.
- **Job applications.** If you apply for employment with us, we will collect your resume and application information. We may use this information throughout Palm for employment consideration or to address your inquiry.

We generally use the personal information we maintain about you to provide you with the products and services you request; customize your experience; troubleshoot and provide updates; measure interest in our products and services; provide offers that might interest you; resolve disputes; collect fees owed; detect and protect against error, fraud and criminal activity; comply with applicable law, regulations, legal processes or enforceable governmental requests; enforce our terms of use and for other legitimate business purposes; and as otherwise described to you at the time of collection.

2. Sharing and Transfer

We may share, disclose, or transfer your personal information as follows:

- To Palm affiliates and subsidiaries to support business operations and sales, marketing, and customer support processes;
- To third party service providers and suppliers acting on our behalf to provide products or services to you; and
- To other third parties for purposes you have allowed.

We may also disclose your personal information as we determine reasonably necessary to (a) comply with applicable law, regulations, legal processes, or enforceable governmental requests, (b) respond as necessary to an actual or potential lawsuit, or (c) protect the rights and property of Palm or others. We reserve the right to retain, use, and disclose aggregate or anonymous information developed from personal information at any time.

If we merge with, or are acquired by another company, or sell all or substantially all of our relevant assets, or file for bankruptcy, we may disclose and transfer personal information with the company or asset. We will seek appropriate protection for personal information disclosed or transferred in such transactions consistent with applicable law.

3. Notice and Choice

This privacy policy notifies you of our privacy practices when you register for or use any Palm service, visit the Palm website, interact with our sales or support associates, participate in Palm marketing programs, or otherwise provide your personal information to us. By doing so, you agree that we may collect, use, disclose and transfer your personal information in accordance with this privacy policy. We will provide supplemental notices if we believe that more information is required to explain the privacy practices for a particular product or service offering.

We reserve the right to change our privacy policy. Please check our website periodically for changes so that you are aware of our latest privacy practices. For changes that are materially less restrictive or protective of your personal information than the privacy policy in place at the time of collection, we will seek your consent before implementing any such change.

You may choose whether or not to provide your personal information to us. If you choose not to do so, you can continue to interact with Palm, but you may not be able to take advantage of certain products, services, offers, or options that depend on personal information.

You can update your marketing communications preferences with Palm by logging into your account in the optional communications section of our website, contacting us directly at the address below, or by following the unsubscribe instructions you have received in a marketing email. Transactional, relationship, and legally required communications will not be affected by your choices with respect to marketing communications.

4. Access and Accuracy

If you update or change your contact information for your marketing communications preferences, we will use reasonable efforts to make the changes as soon as possible. Before making changes, we may request verification of your identity or other details to help us address your request appropriately.

If you request that we deactivate your account, we will use reasonable efforts to delete the account information from our database if it is not otherwise required to be retained by law or for legitimate business purposes. When we delete account information, back-up copies may exist in storage for some period of time after we process the deactivation request. We may decline to process requests that are unreasonably repetitive, jeopardize the rights of others, are extremely impractical, or for which access is not otherwise required. For example, we may decline requests to delete encrypted information that would not be generally accessible after account deactivation.

5. Security

We use a variety of industry-standard security technologies, as well as administrative, managerial, and physical safeguards, to help protect sensitive personal information from unauthorized access, use, or disclosure. No data transmissions through the Internet or mobile devices, or even the physical transfer of information, can be guaranteed to be completely secure. We cannot fully eliminate all security risks associated with personal information and technical mistakes are possible. Therefore, we do not ensure or warrant the security of any data or information you transmit to us and you do so at your own risk.

6. Children

Our website and services are not directed at children under the age of 13. We do not knowingly collect personal information about children under 13 for marketing purposes. If we learn that a child under 13 has submitted personal information to us, we will attempt to delete this information as soon as possible.

7. Cookies

We use cookies to provide you with more personal service and optimize your browsing, shopping, and service experience. Cookies are small pieces of information stored by your browser on your computer's hard drive or on your device. Cookies help us keep track of the preferences you specify. Cookies also enable us to hold selections in your shopping cart when you leave a store on the Palm website without checking out. Most web browsers automatically accept cookies, but you can usually change your browser to prevent that if you prefer not to store the information for future use. Each browser is different, so please check the help menu of your browser.

8. Links

Our website or mobile devices may display links to other sites that are not owned or controlled by us. We are not responsible for the privacy practices of such other sites. We encourage you to read the privacy statements of such sites and understand their privacy practices.

9. International Users

Because Palm operates globally, we make information we gather available to our worldwide business units. If you are in the European Economic Area, please note that the personal information you provide will be transferred outside the European Economic Area for use by Palm and its affiliates and subsidiaries for any of the purposes described above. By using the Palm website, registering for an account or service, or otherwise providing us with your personal information, you consent to this transfer of your personal information.

10. Comments and Questions

If you have comments or questions, please contact us at Palm, Inc. (Attn: Privacy Matters), 950 W. Maude Avenue, MS 14R10, Sunnyvale, CA 94085 or privacy@palm.com.

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