



privacy policy

This privacy statement applies to your use of Image One's website at: <http://www.printerrepair.com>.

Image One is committed to protecting your privacy. That is because we base our business on the trust you place in us. This policy describes our practices regarding personal and account information collected through our website. In this policy, "personal and account information" means your name, company name, account number, address, telephone number, and e-mail address plus other information that personally identifies you, including your industry, the number of employees at your company, and purchase history, and "we" and "us" means Image One.

We reserve the right to modify this privacy policy from time to time. You should visit our website periodically to review any changes.

How much information must I share?

The amount and type of information we collect from you depends on your activities and use of our website. Below, we explain what information we collect.

When you purchase items or printer supplies:

IP address - We collect your IP address to minimize fraud and to also analyze our web traffic trends.

Referral website. If you come to our website via a link, we collect the location of the link that referred you.

Browser type. We collect information about the browser you are using to help optimize our website for visitors.

Movements through our website. We keep track of pages you visit to help provide you with a more personalized shopping experience.

We collect your name, address and payment information to process your order. However, you may provide credit card and purchase order numbers by telephone.

We collect information contained in "cookies," such as your purchases and log in data, to personalize your shopping experience. Your browser must be set to accept cookies if you wish to add items to a shopping cart.

When you create a user account on our website:

We collect your user name, password, e-mail address.

When you subscribe to our e-mail newsletter through our website:

We collect your name and email address.

When you e-mail product information to a friend or colleague through our website:

We collect your e-mail address and the e-mail address of the person to whom you are sending the product information.

We may send emails to both you and your friend from time to time for promotions and other events at Image One.

When you communicate with us through our Web site:

We collect your e-mail address and the other information that you provide in order to respond to your communication.

Is my personal or account information used for any other purpose?

We may use your personal and account information to provide products or services you have requested, respond to a communication from you, contact you, and as otherwise described in this policy.

We may occasionally send you promotional or product information. If you do not wish to receive promotional or product information, you may opt out of future communications by following the instructions in the e-mail communication or contacting any member of the customer care team.

We may also analyze and act upon your personal and account information as part of our standard business practices. We occasionally purchase from third parties commercial information such as company size, number of employees and annual sales of other companies. We may use this commercial information along with your personal and account information to customize our offerings to you, as well as for our internal use to improve our service level to you.

If you become our customer, we may send you updates on important information about our company and services.

Will my personal and account information be provided to any other party?

We restrict access to your personal and account information to those who need access to use it as set forth in this policy. Only authorized personnel are permitted to see your account information. Your other personal and account information may be disclosed to third parties in limited circumstances. For example, we may share your personal and account information with our service providers and strategic partners and with suppliers and other entities involved in transactions you have initiated. We may disclose your personal and account information to respond to subpoenas, court orders, or other legal process, as required by law, or to establish or exercise our legal rights or defend against legal claims. Your personal and account information may also be disclosed in connection with a sale of some or all of our business or a merger with another company.

In addition, your personal and account information and transaction history are kept behind our firewall on separate servers. All transaction information is processed under encrypted/secured channels.

How can I give feedback or contact Image One?

Simply click on CONTACT US on our website or call us at 800.799.LESS to speak to any member of our customer care team.

How can I correct inaccurate information?

You may correct some personal and account information maintained in your online account by logging into your account. To correct other information, please contact the Image One customer care team at 800.799.LESS.