



## PRIVACY HELP CENTER

Have you encountered any of the following problems online?

- Unable to unsubscribe from email lists
- SPAM
- Unable to close accounts
- Unable to contact a Web site
- Personal information has been shared

If so, and the Web sites in question are TRUSTe certified, we can help.

File a complaint at:  
[www.truste.org/watchdog](http://www.truste.org/watchdog)



## TRUSTE GIVES YOU A VOICE IN YOUR OWN PRIVACY

TRUSTe is an organization dedicated to enabling trust -- trust between Web sites and consumers. Companies displaying the TRUSTe seal are serious about the privacy of your personal identification.

TRUSTe has been protecting your privacy since 1997 by:

### **Making sure that Web sites treat your identity and email address with respect and transparency.**

Not every Web site can meet TRUSTe's tough standards. A TRUSTe Web site will give you the right to access and delete your information or give you a choice to keep it private.

### **TRUSTe regularly monitors Web sites' adherence to their privacy statements.**

TRUSTe has the power to enforce compliance with its program. The TRUSTe seal on a Web site means that the site can be trusted to keep the promises it makes in its privacy statement.

### **Escalating and resolving your privacy complaints.**

If you believe your privacy has been violated on a Web site displaying the TRUSTe seal, you can file a complaint on TRUSTe's Web site through the Watchdog Dispute Resolution Program.

## CONSUMER SUCCESS STORIES

TRUSTe resolves 100% of the 5,000 complaints received through the Watchdog Dispute Resolution Process every year. Filing a complaint is completely FREE for consumers.

"I appreciate that the company I had an issue with belongs to TRUSTe, because otherwise, I have no idea how I could have gotten an audience with you."

"I was delighted with the prompt acknowledgement of my complaint and the fast resolution of my problem."

"The Watchdog Program provided access to the offender which would have otherwise been impossible."

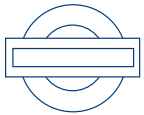
**"I APPRECIATE WHEN A CERTIFYING ORGANIZATION TAKES THEIR RESPONSIBILITY SERIOUSLY AND FOLLOWS THROUGH ON COMPLAINTS."**

**-SATISFIED WATCHDOG USER**

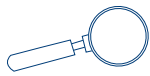
## THE WATCHDOG DISPUTE RESOLUTION PROGRAM

If you feel that a TRUSTe sealholder has violated its privacy agreement with you, we make sure there's something you can do about it. TRUSTe will investigate the complaint and mediate a solution through the Watchdog Dispute Resolution Program.

Steps to file a Watchdog complaint:



Confirm that the Web site in question is a TRUSTe sealholder either by locating the TRUSTe seal on the privacy statement or by confirming at [https://www.truste.org/about/member\\_list.php](https://www.truste.org/about/member_list.php)



Verify that the complaint is a legitimate privacy matter relating to a TRUSTe sealholder Web site.



Contact the TRUSTe sealholder Web site first. If the sealholder does not resolve your complaint quickly and satisfactorily;



Complete the Watchdog Dispute Resolution Form at <http://www.truste.org/watchdog>

## COMMITTED TO YOUR SAFETY ONLINE

TRUSTe does everything we can to ensure that the privacy of your personal information is protected by our member Web sites, but we also rely on your vigilance to keep members accountable.

### TRUSTe



Don't forget to look for the green and black seals on your favorite Web sites - you can rest assure TRUSTe certified Web sites will protect you and your personal information online.

## ABOUT TRUSTe

TRUSTe helps consumers and businesses identify trustworthy online organizations through its Web Privacy Seal, Email Privacy Seal and Trusted Download Programs. TRUSTe resolves thousands of individual privacy disputes every year.

## CONTACT US

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