



Lee Ann Lyle, Owner
LAL Computers
3830 Barbara Ann Boulevard
Crestwood, KY 40014
502-836-1422 | lee@lalcomputers.com | www.lalcomputers.com

Question -

How can I cancel my email campaign account?

Answer-

You can cancel your account by email or phone.

Regardless of what method you choose, please be sure to contact us prior to your next billing date in order to avoid the next month's charges. LAL Computers will then send you an email to confirm the request. The confirmation email will be sent to the contact email address set within your account.

Information to have ready when you contact us:

1. User name of the account you want to cancel.
2. Reason for your cancellation. We use this information to find ways to improve products and service.

Prior to canceling your account - Export your list of audience groups, survey responses and email responses for future reference.

IMPORTANT! Please remember that under the CAN-SPAM Act opt-outs (unsubscribe requests) never expire, so even after you close your account you must ensure that you never mail to the addresses on your Do Not Mail list unless you receive a new explicit opt-in request for that address.

We encourage you to maintain a list of your contacts on your Do Not Mail List and should you decide to leave LAL Computers, bring this list with you to your new email marketing provider.

Cancel by Email

- Email Support is available Monday - Friday between 9:00 AM and 5:00 PM Eastern Time. lee@lalcomputers.com

Cancel by Phone

- You may speak with our Customer Support specialists Monday - Friday, 9:00 AM - 5:00 PM Eastern Time.
- Call us at 502-836-1422

Note: LAL Computers continues to bill your account, whether in an active or disabled state, until you cancel it through one of these methods.



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Question -

Are my email addresses secure?

Answer –

Yes. We ensure your privacy and the privacy of your account by adhering to a strict privacy policy. We will not sell, share or offer your email addresses to anyone outside your organization.

LAL Computers partners with other vendors to manage the applications and data used for email marketing campaigns. Both LAL Computers and all vendors subscribe to the same privacy policy which is outlined in detail below.

Our email servers are hosted at the SunGard co-location facility located in Nashville. The facility is staffed 24/7 by certified engineers and only approved staff may gain physical access to the systems. Identification at this location is verified through a combination of official picture ID and an access code/fingerprint scan combination. Network traffic to and from the facility is routed through a dedicated firewall, and terminal access to the server environment is limited to SSH.

System administration activities are segregated from database management activities. All passwords on privileged accounts incorporate a high degree of character complexity and conform to internally-set standards. These passwords are also changed on a tri-annual basis.

All Web-accessible data stored by us (including client contact information, billing details, audience lists and campaign history) are housed in a proprietary, closed architecture and 256-bit encrypted using SSL authentication from Digicert.

Password access into web applications are never submitted in clear text. All communications between corporate headquarters and SunGard are 3DES/IKE encrypted.

As for list access, the privacy policy and terms of use clearly outline our policy; namely, that we will never, either during a client's contract term or at any time thereafter, rent, sell, or otherwise share any client's list with anyone.

LAL Computers does not engage in list rental or purchasing and does not allow rented or purchased lists to be used in conjunction with the email service.