

Privacy Policy of the 113X13 Website

[click here](#) for a printable version of the Privacy Policy of the Harlequin 113 X13.com Website.

Effective Date: July 20, 2009

Thank you for reading the Privacy Policy of the Harlequin 113 X 13.com Website. This Website is owned and operated by one of the world's leading publishers of women's fiction, Harlequin Enterprises Limited ("Harlequin"). Harlequin is committed to protecting the privacy and confidentiality of personal information entrusted to us.

What Is Personal Information?

As a Canadian publisher, Harlequin is subject to Canada's privacy legislation, the *Personal Information Protection and Electronic Documents Act* ("Act"). This Act covers the collection, use and disclosure of personal information by an organization in the course of any commercial activity. "Personal information" is defined in the Act as "information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization."

We intend to let you know exactly how we will use this information before we collect it from you. If you have any further questions about how your information will be used by us, we will answer them for you.

What Is the Scope of This Privacy Policy?

This Privacy Policy addresses our policies and procedures relating to children (under age 13) who visit the Harlequin 113.X13.com Website. All sections in this Privacy Policy apply to both children and teens with the exception of the section "Online Policy of Harlequin Regarding Privacy of Children which applies only to children under age 13.

This Privacy Policy is intended to assist you in understanding our policies and procedures relating to our management of personal information and is in conformance with the standards set by Harlequin as a whole, operating under various trade names, and all Web sites owned and operated by Harlequin.

PERSONAL INFORMATION OF Visitors to the 113X 13.com Website

Personal Information Collected by Harlequin

Harlequin does not retain email addresses in "Tell-a-Friend" emails

In the event that Harlequin offers the following activities, Harlequin may collect personal information that is voluntarily provided by you if you sign up for e-newsletters, enter contests or sweepstakes, answer our surveys/polls about your favorite books, authors, themes, your interests or register as a member on our 113X13.com Website, use discussion boards or communicate with us by mail, telephone or electronically with respect to the Harlequin 113X13.com Website. The type of information we collect and maintain may include your name, mailing address, e-mail address, telephone number, gender, date of birth, use discussion boards on these websites, posting, complaints about our products or services, parent or legal guardian's email address, member name and password, and other contact information, a record of promotions offered to you, your hobbies and activities as described by you, use of online technologies, your reading preferences and habits, such as favorite authors and themes and editorial feedback, such as your opinions and suggestions regarding our books. Personal information is collected so that we can

serve you better through enhanced products, customer service and promotional efforts of interest to you.

This type of information is collected, used and disclosed in accordance with the form of consent required by applicable laws and regulations and its use is limited to the objectives for which it was collected.

We never condition participation in the 113 X 13.com Website on the disclosure of more personal information than is necessary to participate in the activities on this Website..

Why Does Harlequin Collect Personal Information?

Harlequin collects personal information for the following reasons:

1. To ensure that we have your correct contact information in order to send newsletters, correspondence, solicit your opinion on our products and services, enroll you in contests and sweepstakes and make promotional offers;
2. To gain an understanding of your interests and demographics so that we can develop better products and services for you;
3. To send you books and other products and services for your review;
4. To properly investigate and respond to any complaints about our websites and services;
5. To maintain a list of individuals who have indicated to us that they do not want to be contacted by Harlequin or any other companies, so that such requests can be honored.

What Kind of Personal Information Does Harlequin Disclose, to Whom and Why?

1. To Third Parties for Marketing Purposes

(a) Children (under age 13): Harlequin will not provide children's personal information to third parties for the purpose of providing marketing offers to children.

(b) Teens (ages 13 to 17)

Upon Consent of Teens, to Third Parties for Their Marketing Purposes: Harlequin will not provide teen's personal information to third parties for the purpose of providing marketing offers to children.

Information is shared only with third parties who provide assurances that the information will be used for legitimate business purposes and in a manner that complies with applicable industry guidelines and privacy legislation. For example, when renting lists of our Canadian customers to third party marketers, we require that they comply with the Act and Canadian marketing industry guidelines on privacy. Similarly, when renting lists of our U.S. customers, we require compliance with U.S. marketing industry guidelines on privacy and any privacy legislation.

2. To Third Parties To Perform Processing and Other Specialized Services:

At times, Harlequin may use outside organizations to perform specialized services such as prize fulfillment of our sweepstakes and skill contests, collection of overdue accounts and the provision of various marketing services, including, but not limited to, telemarketing, research and list processing. These service providers are only given the information needed to perform those services and they are bound contractually to protect the privacy and security of your information and to limit the use of your information to the service being provided.

3. To Third Parties in the Event of Legal Reasons:

We advise you that we may have to disclose personal information to the government or other legal or regulatory authorities if so ordered by a court of law or for other legal reasons.

4. To a Third Party in the Event Harlequin Is for Sale or Is Sold:

If Harlequin was ever for sale, prospective buyers would need to have access to Harlequin's customer lists and various databases as part of the due diligence process. In this event, Harlequin would only provide such access under terms of a strict confidentiality agreement. As well, in the event Harlequin was ever sold, your personal information would be transferred to the purchasing company so that you could continue to receive the books and services you had requested and so that the purposes behind collecting your personal information outlined above could continue to be maintained.

How Long Does Harlequin Retain Personal Information?

We keep your information only for a period reasonably necessary to meet the purposes for which it was collected or to comply with any legal requirements, including statutory retention periods. Then we will erase or make anonymous any personal information that is no longer required for a specific purpose or legal requirement.

What Security Measures Does Harlequin Have in Place To Safeguard Personal Information?

Harlequin has implemented physical, electronic and administrative measures to protect your information from error, loss or unauthorized access. For example, we use industry-standard efforts, such as passwords, firewalls and Secure Socket Layers, to safeguard the confidentiality of your personal information contained on our computer systems. In addition, our employees and any third parties are contractually bound to protect the confidentiality of your information and access is restricted to those with a need to know the information to carry out the identified purpose.

Cookies and Other Tracking Methods

Cookies are small pieces of information stored on your hard drive, not on our Web sites. We use cookies, or, in a limited number of cases, IP addresses for a number of reasons. First, cookies allow you to store your password without having to constantly reenter it. Second, cookies help us tailor messages that better match your needs and interests. Third, cookies allow us to better understand how users in general use our sites, which in turn helps us to focus our resources on features that are most popular with our users. You are always free to decline our cookies if your browser permits, but some parts of our sites may not work properly if you do.

Note: Harlequin may place advertising and/or links on our sites that originate from outside advertisers. In some cases, if you click on or view these ads, a cookie may be assigned by the advertisers. Harlequin does not control these cookies nor is it responsible for any marketing or other use of your name by the advertisers. We encourage you to investigate and ask questions before disclosing information to third parties.

Nonpersonal Information

Nonpersonal or aggregated information is information that cannot be associated with or traced back to a specific person. When you browse our Web site, for example, we do not collect any personally identifiable information about you, but we do gather information about the number of people who are viewing each page so that we can learn what features are the most popular. We may disclose aggregated information about our Web sites to third parties. In addition, to help us better understand our markets, we may gather demographic information for analytical purposes on an aggregate basis.

Online Policy of Harlequin Regarding Privacy of Children under age 13 at 113X13.com Children Under Age 13--Parental Consent:

Harlequin does not retain email addresses from the Tell-a-Friend" emails.

In the event that the following activities are offered on the Harlequin 113X13.com Website, the following requirements apply to children under 13: In order for children under 13 to participate in certain activities such as signing up for newsletters, entering a contest or sweepstakes, responding to surveys or polls about our books, authors, their interests, registering as a member on our 113 X13.com Website or participating in special activities such as discussion boards or chat rooms on these websites, we may require users to submit their birth dates when they are joining the site as a member so that no information is collected from users under age 13 without parental consent ("parental consent" refers to consent by a parent or a legal guardian as applicable). Birth date information is never shared with third parties except in the cases noted above.

If parental consent is required, children under 13 may only participate in the foregoing activities with the consent and involvement of a parent or guardian--If children do not involve parents, when required, Harlequin reserves the right to refuse service, terminate accounts or remove content in its sole discretion.

Prior to a child participating in the foregoing activities, Harlequin may issue an email to the child's parent or legal guardian with a link to a downloadable Consent Form which can be signed and then emailed back to us.

Where parental consent is required, confirmation of parental consent may be provided by a delayed confirmatory email, or by phone, fax or mail as appropriate depending on the nature of the activity in which the child wishes to participate. For example, when the child's personal information will be used for internal purposes only such as signing up for newsletters, entering a contest or sweepstakes, responding to surveys or polls about our books, authors, their interests, registering as a member on our 113 X13.com Website, a confirmatory email sent to the parent confirming their consent may be used. However, before a child is permitted to use a feature of our Harlequin 113X 13.com Website that may result in the public disclosure of the child's information to third parties on the Internet, we may require a parent to provide us verifiable consent by speaking to a trained telephone operator and/or returning by postal mail or fax a signed Consent Form.

In the event that we offer activities requiring parental consent, a Consent Form will be provided which gives an opportunity for parents to assent to their child's participation.

Parental consent for specific activities for children or teens as applicable is deemed consent for all the same subsequent activities unless such consent is revoked or the nature of the activity changes as discussed below under unsubscribe. .

In the event that such activities are offered, parents and legal guardians may also exercise the option to unsubscribe their child from signing up for newsletters, entering a contest or sweepstakes, responding to surveys or polls about our books, authors, their interests, registering as a member on our 113 X13.com Website or participating in special activities such as discussion boards or chat rooms on these websites and stop us from further collecting or using their child's personal information by contacting 113by13@Harlequin.ca clicking on the unsubscribe button at the end of the email invitation to the newsletter, contest, sweepstakes, survey or other activity.

In addition, parents may at any time review, delete and modify the personal information collected about their child (See **How To Contact Harlequin Regarding Your Personal Information**, below).

Should our collections, uses or disclosures of personal information change, we will immediately notify all parents of website participants and obtain their parent or legal guardian's consent to any and all new collections, uses and disclosures.

In concert with our efforts, Harlequin urges all parents to supervise their children's exploration of the Internet and any online services, and to teach their children about protecting their personal information online.

Contests and Sweepstakes: Children (under age 13) and Teens(ages 13 to 17)

In the event that contests or sweepstakes are offered, parental consent is required for children and teens to enter contests and sweepstakes and a Consent Form will be provided. Parental consent to one contest/sweepstakes is deemed consent for subsequent contests/sweepstakes without getting consent again. If a child or teen wins a contest or sweepstakes, we notify the parent at the parent's email address provided to us during the entry process and request that the parent provide their postal address for certain purposes including delivering the prize and signing any necessary documents such as a Release and Waiver with respect to the prize.. We may publish a winner's first name, first initial of last name, city and state of residence on the applicable website.

Discussion Boards and Bulletin Boards

With respect to discussion boards or chat rooms on the113X13.com Website you should be aware that when you voluntarily disclose personal information on public bulletin boards or on discussion boards that information can be collected and used by others and may result in unsolicited messages from other Internet users.

While we take measures to ensure that your personal information is not disclosed by us on discussion boards by requiring you do not incorporate any personal information in your user name which will be displayed publicly on the board, we are not responsible for any actions or policies of third parties and we cannot guarantee that this personal information will be kept confidential.

Tell-a-Friend E-mails

If you use our referral service to tell a friend about our site or product offering, you may be asked to provide your name, e-mail address and your friend's e-mail address. You may also add any comments to the e-mail message. We use your e-mail address only to let your friend know who sent the e-mail. We use the friend's e-mail address for purposes of transmitting your email. We do not retain any of the information provided by you when you use this referral service and do not use it for any other purpose.

How To Contact Harlequin Regarding Your Personal Information

You have control over how we collect, use and disclose your information and we provide you with many opportunities to exercise this control, both online and offline, even after you have provided your consent to these uses. The methods offered to you depend upon whether the information has been provided to us by offline or online means, as follows:

1. For personal information collected offline:

When we provide our books by mail or in retail stores, our communications provide you with the opportunity to opt out from having your information used for various disclosed purposes. In addition, you can always contact our Customer Service Department to tell us how you would not like your personal information to be used. Upon request, Harlequin will provide you with access to your personal information. If you need assistance in preparing this request, please contact our Customer Service Representatives as indicated below. We will correct any errors you identify in your personal information.

(b) For personal information collected online:

If you are under 13, in the event that any of the following activities are offered, if you subscribe to e-newsletters, participate in contests or sweepstakes, respond to surveys or polls about our books, authors, your interests, register as a member on our 113 X13.com Website, you and your parents can access and update your online personal information by clicking on the account info link. You can also opt out of Members' activities services and e-mails on the 113 X 13.com by un-checking the boxes at the bottom of the page. You can change your subscriptions to our e-newsletters at any time by clicking on the Unsubscribe button at the bottom of each e-newsletter. You may choose not to receive e-mail, even after granting permission, by unsubscribing.

If you are a teen, in the event that any of the activities described in this Website are offered, you can access and update your on-line personal information with respect to contests or sweepstakes at the 113 X 13. com by clicking on the account info link. You can also opt out of Members' activities, services and e-mails at 113 X 13.com by un-checking the boxes at the bottom of the page. You can change your subscriptions to our e-newsletters at any time by clicking on the Unsubscribe button at the bottom of each e-newsletter. You may choose not to receive e-mail, even after granting permission by unsubscribing.

Customer Service Department and Chief Privacy Officer Contact Information:

If you have any questions or comments about Harlequin's Privacy Policy or would like to advise us how you would like your personal information not to be used, please contact the Customer Service Department at the address or phone number listed below:

Customer Service Information

Telephone: toll free: 1-866-884-5694

Fax: 416-448-7144

Mail:

In the U.S.: P.O. Box 9062, Buffalo, NY 14269

Attention: Privacy Customer Service Representative

Email: 113by13@Harlequin.ca

If, after contacting our Customer Service Representatives, your concerns or questions have not been resolved to your satisfaction, you can contact Harlequin's Chief Privacy Officer in writing via mail or fax:

Harlequin Enterprises Limited

225 Duncan Mill Road

Don Mills, Ontario

M3B 3K9

Attention: Chief Privacy Officer

Fax Number: (416) 391-7055

If the issue is still not resolved to your satisfaction, you may file a complaint with the applicable regulatory authorities.

Acceptance of Privacy Policy

This Privacy Policy outlines the information usage practices of Harlequin and the Harlequin 113X13.com Website. By submitting your personal information to Harlequin, you signify your agreement to the terms and conditions of this policy. If you do not agree to this policy, please do not submit your personal information to us. **We reserve the right, at our discretion, to change, modify, add or remove portions of this policy at any time.** If at some point in the future there is a change to our information usage practices that affects your personal information, we will require your parent or legal guardian's consent and you will also be able to opt out of this information usage by contacting Customer Service. We will also post the changes in our Privacy Policy at least 30 days prior to a change. You should also check this Privacy Policy for changes. Your continued use of our Web sites, products or services following the effective date of any changes to these terms shall mean that you have accepted those changes, subject to your

continuing right to notify us at any time as to how you would like us to treat your personal information.