

## **Total Control Software Corporation Privacy Policy**

**Effective Date:** September 14, 2026

**Last Updated:** September 14, 2026

Total Control Software Corporation (“TCS,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, maintain, and disclose information obtained through the TCS website at [www.tcsoft.com](http://www.tcsoft.com) and through communications initiated using the website.

This Privacy Policy applies to the TCS website and website-related communications. It does not replace the terms of any software license, support agreement, service agreement, or other contract between TCS and a dealership.

### **1. Information You Provide to Us**

We may collect information that you voluntarily provide when you:

- Request information about TCS software or services
- Request a demonstration or pricing information
- Complete a contact form
- Ask for technical support
- Communicate with us by email, telephone, or through the website
- Purchase software, support, training, or other services

This information may include:

- Your name
- Dealership or company name
- Job title
- Email address
- Telephone and alternate telephone numbers
- Mailing or business address
- City, state, ZIP or postal code, and country
- Information about your dealership and software needs
- The contents of your questions, comments, or support requests

- Records of communications with TCS
- Account, licensing, billing, and support information associated with a TCS customer

Please do not submit Social Security numbers, driver's license numbers, banking information, payment-card numbers, dealership customer records, or other sensitive information through the general contact forms on our website.

## **2. Information Collected Automatically**

When you visit the TCS website, our website, hosting provider, security services, or anti-spam services may automatically collect limited technical information such as:

- Internet Protocol address
- Browser type
- Device and operating-system information
- Date and time of the visit
- Pages viewed
- Referring website
- General website activity
- Information used to identify and prevent spam, fraud, or misuse

We may use cookies or similar technologies that are necessary for website operation, security, form submission, visitor preferences, or basic website analysis. You may control cookies through your browser settings, although disabling certain cookies may affect website functionality.

## **3. How We Use Information**

TCS may use information collected through the website to:

- Respond to questions and requests
- Provide product information, demonstrations, and pricing
- Recommend software modules and services appropriate for a dealership
- Process purchases and maintain customer records
- Schedule installation, training, or support
- Provide technical and customer support

- Communicate about software updates, pricebooks, support renewals, service notices, and other TCS-related matters
- Maintain and improve the website and our services
- Protect the website, TCS systems, customers, and users
- Detect or prevent fraud, unauthorized activity, or security threats
- Maintain business, accounting, and legal records
- Comply with applicable laws, regulations, court orders, or legal obligations

TCS does not sell or rent personal information collected through its website. We do not use website information for third-party targeted advertising.

#### **4. Dealership and Customer Information**

TCS provides dealership-management software for marine, recreational vehicle, powersports, golf-cart, and other retail dealerships. TCS software is generally installed on computer systems controlled by the dealership.

Dealerships determine what information is entered into their TCS software and how that information is used. Information entered and maintained by a dealership may include customer, inventory, parts, service, employee, accounting, sales, financing, insurance, and transaction information.

Each dealership is responsible for its own collection and use of information, user permissions, computer systems, network security, backups, record retention, and compliance with applicable privacy and data-protection requirements.

TCS may temporarily view or receive dealership information when a dealership asks us to provide installation, training, maintenance, backup, conversion, or technical-support services. We use information made available for these purposes only as reasonably necessary to provide the requested service, investigate a problem, protect our systems, or comply with the law.

#### **5. How We Share Information**

TCS may disclose information in the following limited circumstances:

**Service providers:** We may provide information to companies that assist us with website hosting, email delivery, communications, payment processing, information technology, data storage, security, professional services, or other business operations. These providers receive only the information reasonably necessary to perform services for TCS.

**Customer-selected services:** When a dealership chooses to use a third-party integration or service with TCS software, information may be exchanged with that provider as directed or authorized by the dealership. The third party's handling of information is governed by its own agreements and privacy practices.

**Legal and safety requirements:** We may disclose information when reasonably necessary to comply with applicable law, a subpoena, court order, legal process, or governmental request; to enforce our agreements; or to protect the rights, property, or safety of TCS, our customers, or others.

**Business transactions:** Information may be transferred as part of a merger, acquisition, financing, reorganization, sale of assets, or similar business transaction, subject to appropriate confidentiality and legal protections.

**With your authorization:** We may disclose information when you or the applicable dealership directs or authorizes us to do so.

## **6. Payment Information**

TCS may use third-party payment processors to process certain payments. Payment-card information submitted directly to a payment processor is handled according to that provider's terms and privacy policy.

TCS does not recommend sending payment-card information through an ordinary email or the general contact forms on our website.

## **7. Information Security**

TCS uses reasonable administrative, technical, and physical safeguards designed to protect information in our possession from unauthorized access, alteration, loss, misuse, or disclosure.

No website, email communication, network, or method of electronic storage can be guaranteed to be completely secure. Users should exercise care when deciding what information to transmit electronically.

TCS customers are responsible for maintaining appropriate security for their own servers, workstations, networks, user accounts, passwords, permissions, and backups unless a written agreement specifically assigns a responsibility to TCS.

## **8. Information Retention**

We retain information for as long as reasonably necessary to:

- Respond to an inquiry or provide requested services

- Maintain an active customer or business relationship
- Provide software licensing, support, maintenance, or backup services
- Maintain accounting, tax, contractual, and business records
- Resolve disputes or enforce agreements
- Meet legal, regulatory, security, or insurance requirements

When information is no longer reasonably required, we may delete, destroy, or anonymize it, subject to applicable law and our legitimate business-record requirements.

## **9. Your Choices**

You may contact TCS to request that we correct or update your business contact information.

You may ask us to stop sending optional marketing communications. This does not prevent TCS from sending invoices, support-expiration notices, security notices, software information, or other communications related to an existing customer relationship.

Depending on your location and applicable law, you may have additional rights concerning personal information. We may need to verify your identity and authority before completing a request. Certain information may be retained when required for legal, contractual, security, accounting, or legitimate business purposes.

## **10. Third Party Websites and Services**

The TCS website may contain links to third-party websites, products, integrations, or services. TCS does not control the privacy, security, or data-handling practices of third parties. You should review the privacy policy and terms of each third-party service before providing information or enabling an integration.

## **11. Children's Privacy**

The TCS website and services are intended for businesses and business representatives. They are not directed to children under 13, and TCS does not knowingly collect personal information from children through the website.

If you believe a child has provided personal information to TCS through the website, please contact us so that we can review and, where appropriate, delete the information.

## **12. Visitors Outside the United States**

TCS is based in the United States. If you access our website or communicate with us from another country, your information may be transferred to and processed in the United States, where privacy laws may differ from those in your location.

### **13. Changes to This Privacy Policy**

We may update this Privacy Policy when our website, services, business practices, or legal obligations change. The revised policy will be posted on this page with an updated effective date.

We encourage visitors and customers to review this page periodically.

### **14. Contact Us**

Questions, concerns, or requests regarding this Privacy Policy may be directed to:

**Total Control Software Corporation**

12010 Watson Road

North Little Rock, Arkansas 72120-1594

**Email:** [support@tcsoft.com](mailto:support@tcsoft.com)

**Telephone:** 501-833-3281

**Website:** [www.tcsoft.com](http://www.tcsoft.com)