Silkstream Spinner© Privacy Statement

Silkstream Spinner Privacy Statement

Last updated: August 2011

At Silkstream, we're working hard to help protect your privacy, while delivering software that brings you the performance, power, and convenience you desire in your personal computing. This privacy statement explains the data collection and use practices of Silkstream Spinner ("Spinner"). It does not apply to other online or offline Silkstream Web sites, products, or services.

Spinner helps you to access and enjoy rich content on Web sites while using your Internet browsers. This privacy statement describes how Spinner interacts with Silkstream in order to offer you Spinner updates and other Internet-enabled features.

Collection and Use of Information About Your Computer

Internet-enabled features in software will send information about your computer ("standard computer information") to the Web sites you visit and Web services you use. This information is generally not personally identifiable. Standard computer information typically includes information such as your IP address, operating system version, browser version, your hardware ID which indicates the device manufacturer, device name, and device version, application version and your regional and language settings. In this case, the application version would be the version of Spinner installed on your device. Spinner contains an update notification feature that sends standard computer information to Silkstream.

Information that is sent to Silkstream by this software will be used to provide you with Spinner features and services. This information may be used to improve Spinner and our other products and services, as well as for analysis purposes. Except as described in this statement, information you provide will not be transferred to third parties without your consent. We occasionally hire other companies to provide limited services on our behalf, such as packaging, sending, and delivering purchases and other mailings, answering customer questions about software or services, processing event registration, or performing statistical analysis of our services. We will only provide those companies the information they need to deliver the service, and they are prohibited from using that information for any other purpose.

Silkstream may access or disclose information about you, including the content of your communications, in order to: (a) comply with the law or respond to lawful requests or legal process; (b) protect the rights or property of Silkstream or our customers, including the enforcement of our agreements or policies governing your use of the services; or (c) act on a good faith belief that such access or disclosure is necessary to protect the personal safety of Silkstream employees, customers or the public.

Information that is collected by or sent to Silkstream may be stored and processed in the United States or any other country/region in which Silkstream or its affiliates, subsidiaries, or service providers maintain facilities. Silkstream abides by the safe harbor framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of data from the European Union, the European Economic Area, and Switzerland.

Spinner Application Storage

Spinner-based applications can store data files locally on your computer for a variety of purposes: saving your custom settings, storing files and storing content that you create within certain applications. Application storage is turned on by default, but Web sites are initially limited to a total of 10 megabytes of storage. If the application requires more than 10 megabytes, Spinner will ask you if you want to increase the available storage for the Web site hosting the application.

<u>To configure application storage</u>

1. Right click on content that is currently being displayed by Spinner and select **Spinner** or follow the instructions below to start the Spinner Configuration tool while offline.

2. Select the **Application Storage** tab.

3. Delete storage for individual Web sites or all Web sites using the **Delete** or **Delete All** buttons.

4. To turn off application storage, uncheck **Enable application storage** and click **OK**.

Spinner Updates

Unless you change the settings in the Spinner Configuration panel, Spinner will periodically check a Silkstream Web site for updates to provide you with the latest features and improvements. When it does so, a request is sent to Silkstream that contains standard computer information, as described above. A small file containing information about the latest Spinner version will be downloaded to your computer and compared to your currently installed version. If a newer version is available, it will be downloaded and installed on your computer.

<u>To change your update settings</u>

1. Right click on content that is currently being displayed by Spinner and select **Spinner** or follow the instructions below to start the Spinner Configuration tool while offline.

2. Select the **Updates** tab.

3. Choose to either install updates automatically, check for updates and prompt you to download and install them, or never check for updates.

4. Click the **OK** button

Note: Spinner may also be updated via Silkstream Update or Silk Server Update Services.

Spinner and Your Media Devices

Some Spinner-based applications may provide features that use media devices connected to your computer. For example, a Spinner video editing application may allow you to use your computer's camera and/or microphone to record video and/or audio. Spinner will ask you before allowing Spinner-based applications to access your media devices.

Silkstream Digital Rights Management

Spinner uses Silkstream Digital Rights Management (DRM) technology to preserve the rights of content owners who protect their music or video products in this manner. You must have the media usage rights required to play protected DRM content.

Updating Media Usage Rights. If you access DRM protected content in a Spinner application (typically on a Web site), Spinner will automatically request media usage rights from a rights server on the Internet. You will not be prompted before Spinner sends the request to the rights server. This helps to ensure that you have a seamless playback experience. When requesting media usage rights, Spinner will provide the rights server with standard computer information, an ID for the DRM protected content (music or video) file, a request for permission to play the content, information about the DRM components on your computer such as their revision and security levels, and a unique identifier for your computer. The unique identifier is used only to generate rights for your computer and, because it is enclosed in an encrypted request, is not available to the rights server in a way that uniquely identifies you or your computer.

Player Revocation. If the security of your version of Spinner is compromised, owners of secure content may request that Silkstream revoke the right of Spinner to copy, display, and/or play secure content. If your version of Spinner has been revoked, it will not be able to play secure content until you update Spinner to a more recent and more secure version. Revocation does not alter the ability of Spinner to play unprotected content.

DRM Component Updates. Updates to the DRM components on your computer may be required in order to access content that is protected by DRM technology. When you attempt to play content that requires a DRM update, Spinner will send a request to a Silkstream server containing standard computer information, standard troubleshooting data, information about the DRM components on your computer, such as their revision and security levels, and a unique identifier for your computer that is based on your

hardware configuration. The Silkstream server uses this identifier to return a unique DRM update for your computer, which will then be installed by Spinner.

To change your DRM settings

1. Right click on content that is currently being displayed by Silkstream Spinner and select **Spinner** or follow the instructions below to start the Spinner Configuration tool while offline.
2. Select the **Playback** tab.
3. Check or uncheck the **Enable download and updates to components required for protected content playback** checkbox.
4. Click the **OK** button.

Accessing Spinner Controls Without Spinner Content

The Spinner Configuration settings can be configured without right-clicking Spinner content by running the Spinner Configuration tool directly. See the instructions below to run the Spinner Configuration tool on your computer.

In Microsoft Windows:

1. Click the Start button on the taskbar.
2. Click All Programs.
3. From the expanded menu of programs and folders, click on the "Silkstream Spinner" folder.
4. Click on the "Silkstream Spinner" program shown in the "Silkstream Spinner" folder to open the configuration tool.

Apple Mac OS:

1. Open the Finder.
2. Navigate to Applications.
3. Double-click the "Silkstream Spinner" shortcut to open the configuration tool.

Enterprise Administrator Controls

In an enterprise environment, administrators can configure group policy to disable Spinner updates and DRM playback by following the instructions provided below. CAUTION: Incorrectly editing the registry may severely damage your system. Before making changes to the registry, you should back up any valued data on the computer. You can also use the Last Known Good Configuration startup option if you encounter problems after manual changes have been applied.

<u>Disabling Spinner Updates</u>

A registry key HKLM\Software\Silkstream\Spinner can be created with the Value Name UpdateMode with a Value Type of DWORD and given a value of 0x00000002. This sets the machine to never check for automatic updates, although updates may be provided through other means, such as Silkstream Update.

<u>Disabling Spinner DRM Playback</u>

A registry key, HKLM\Software\Silkstream\Spinner, can be created with the Value Name DRMEnabled with a Value Type of REG_DWORD and given a value of 0x00000000. This sets the machine to never download or update components required for protected content playback.

Security of your information

Silkstream is committed to protecting the security of your information. We use a variety of security technologies and procedures to help protect your information from unauthorized access, use, or disclosure. For example, the information that is sent to Silkstream when Spinner automatically updates is stored on computer systems with limited access, which are located in controlled facilities.

Changes to the Privacy Statement

We may occasionally update this privacy statement. When we do, we will revise the "last updated" date at the top of the privacy statement. We encourage you to periodically review this privacy statement to be informed of how Silkstream is protecting your information.

Contact Information

Silkstream welcomes your comments regarding this privacy statement. If you have questions about this statement or believe that we have not adhered to it, please contact us by using our [Web form](#) at http://go.Silkstream.ws/fwlink/?LinkID=121971.

Silkstream Privacy, Silkstream Corporation, 7904 Jennings Court, Unit C, Fort Meade, Maryland 20755 • 301.740.0434