

## QA PREP INTERNET PRIVACY POLICY

### Our Commitment to Privacy

Your privacy is very important to us. **Part of our operation of this website involves the collection and use of information about you.** This privacy policy explains what type of information we collect and what we do with that information to allow you to make choices about the way your information is collected and used. This privacy policy may change from time to time, so please check it often.

### What Information Do We Collect?

In general, you can visit this website without identifying who you are or revealing any information about yourself. Information collected online can generally be categorized as anonymous or personally identifiable.

**Anonymous information** is information that cannot be connected to the identity of a specific individual. **Personally identifiable information** is information that specifically identifies a particular user, such as name, address (email or physical), or phone number. An example of anonymous information is the fact that, while this website may record the number of visits to a particular page that occur in a given period of time, it does not necessarily tell us the names or other identifying information of every visitor. Many users of this website will choose not to provide any personally identifiable information; therefore, those individuals are anonymous to us, and any data collected about their use of this website is anonymous information.

When signing up for the Crash Course or other free offer or handout (such as a cheat sheet, template, or sample) we will ask only for your name and email address.

When purchasing a product we will collect your name, email address, physical address and credit card information. QA Prep does NOT store or have access to your credit card information. This is processed through Stripe or PayPal, our third party processor that guarantees security.

### Automatic Anonymous Information

When you visit our site, we collect certain technical and routing information about your computer. For example, we log environmental variables such as browser type, operating system and CPU speed, and the Internet Protocol (IP) address of your originating Internet Service Provider, to try to bring you the best possible service.

We also record search requests and results to try to ensure the accuracy and efficiency of our search engine. We use your IP address to track your use of the site, including pages

visited and the time spent on each page. We collect this information and use it to measure the use of this website and to improve its content and performance.

**All of the information that is automatically submitted to us by your browser is considered anonymous information.** We do not share such information with third parties and it is not traceable to any particular user and will not be used to contact you.

### Cookies

This site uses cookies. *Cookies* are small data files, typically made up of a string of text and numbers, that assign you a unique identifier. This information enables your computer to have a “dialogue” with our site and permits us to administer our site more efficiently and to provide a more tailored and user-friendly service to you. You may set your browser to notify you when you receive a cookie or to prevent cookies from being sent; if you do so, this may limit the functionality we can provide you when you visit our site.

Third parties that link on this site may use cookies or collect other information when you go to their site. We do not control the collection or use of your information by these companies. You should contact these companies directly if you have any questions about their collection or use of information about you.

### How Do We Use Information We Collect?

We collect **personally identifiable information** only for sending emails through our weekly correspondence, providing the services you request or for which you pay, controlling who accesses password-protected membership information, generating statistical studies, conducting internal marketing research, improving products and services, sending you surveys, and notifying you of new products and any other changes to our site or services that may affect you.

**When you submit personally identifiable information to us, you understand that you are agreeing to allow us to access, store, and use that information for those purposes.**

We will not sell or give any personally identifiable information to any third parties.

We use secure systems to house certain data. ConvertKit houses all emails, names and passwords for our email newsletter and membership site. AccessAlly houses all emails, names, physical addresses and tracks completion of tasks for individuals who sign up for the Crash Course, Paperwork Packet and Meaningful Documentation Academy. Stripe or PayPal collects and houses all credit card information for anyone who purchases a product provided by QA Prep.

We keep all data for current and prior customers indefinitely, with the purpose of better serving customers in case they sign up again or in case we need to answer questions about their accounts.

We “clean” our email list every six months. This means that we ask those who have not interacted with our emails to confirm that they would like to continue being on our list. If they do not confirm via that email then we de-activate their account and no longer use their information. Their information does remain in our system for convenience of the customer who chooses to re-activate their account at any time. However, you may request that your information be deleted. Please see the “Update Your Data” section below.

We may be required by law enforcement or judicial authorities to provide personally identifiable information to the appropriate governmental authorities. If requested by law enforcement or judicial authorities, we will provide this information on receipt of the appropriate documentation. We may also release information to law enforcement agencies or other third parties if we feel it is necessary to protect the safety and welfare of our personnel or to enforce our terms of use.

### Opt-Out Policy

If at any time you do not wish to receive offers and e-mails from us, we ask that you tell us. You may remove your name from our mailing list by clicking “unsubscribe” at the end of any email or by sending us an e-mail addressed to [drhall@qaprep.com](mailto:drhall@qaprep.com) and indicating in the subject line “No Offers or E-mail.”

Please note that once opted out you will also no longer receive emails related to programs purchased.

### Update Your Data

You have the right to update your data. If you would like to update your data you can log in to your account through the membership site via AccessAlly. You are able to update or erase all data on your own. However, if you are one of the few people on our list who does not have access to the membership area then you may send us an email at [drhall@qaprep.com](mailto:drhall@qaprep.com) with your request and we will process your request within two business days.

### Security

We operate secure data networks protected by industry standard firewall and password protection systems. Our security and privacy policies are periodically reviewed and enhanced as necessary, and only authorized individuals have access to the personally

identifiable information provided by our users. We do not, however, guarantee that unauthorized, inadvertent disclosure will never occur.

#### Transfer of Customer Information

Customer lists and information are properly considered assets of a business. Accordingly, if we merge with another entity or if we sell our assets to another entity, our customer lists and information, including personally identifiable information you have provided us, would be included among the assets that would be transferred.