



PRIVACY POLICY

TrainUp.com ("we" or "us" or "our"), our affiliates and third-party provider ("training partner"), recognize the importance of protecting the privacy of all information provided by users of the TrainUp.com web sites, registrants for classes, recipients of our email newsletters and all other customers of our products and services. This Privacy Statement discloses the privacy practices for TrainUp.com. This policy only addresses activities from our servers.

This policy is to make you aware as to who is collecting the information, what type of information is gathered and tracked, what the information is for, and with whom the information is shared.

INFORMATION COLLECTION AND USE

TrainUp.com collects certain information from our website users, students and other customers. In this section of our Privacy Statement, we describe the type of information we collect and how we use it to provide better services to our customers.

Registering. When registering for any training course or service, participating in webcasts, using parts of the TrainUp.com site, and/or signing up for certain selected services (such as free membership or request for more information), users must first submit contact information. During registration, users are required to give their contact information (such as name, e-mail address, mailing address and phone number). When registering for others, we require the personal contact information about that individual. You should obtain their consent prior to providing TrainUp.com with their personal information. The information provided facilitates the registration process with the third-party provider who will fulfill the registration request. For internal purposes, we use this information to communicate with users and provide requested services, and, for our website visitors, to provide a more personalized experience on our sites. We also may collect demographic information (such as job title and company information). We use aggregate demographic information about our audience to improve our service, for marketing purposes and/or industry reporting purposes. For our services that require payment, we also collect billing information and in some instances credit card information (such as account name, number and expiration date), which is used for our or the third-party provider's billing purposes only, and is not otherwise shared. Please note the third-party training provider may contact you directly as necessary to obtain additional information about you to facilitate your registration.

Member Services. As a convenience an option is given to "member" users when they register and/or request for more information; to store their information; thereby saving time when making future registration or requests for more information. TrainUp.com may also use this information to send notices about upcoming training events, special offers, new products, services, promotions and other similar information.

E-mail Newsletters, Surveys and Contests. From time to time, we use the information collected from member services and/or enrollment process, to contact for email newsletters and/or surveys. The information collected is used in conjunction with notifying the winners and award prizes of promotional giveaways and to monitor or improve the use of, and satisfaction with the website or other product or service. Participation in these surveys or contests is completely voluntary and the website user or other customer therefore has a choice whether to disclose requested contact information (such as name and mailing address) and demographic information (such as zip code or job title).

Communications with Us: We have features where customers can submit information to us (such as our feedback, request for more information and/or custom requests). Where such submissions include requests for service, support or information, we may forward them, as needed, to best respond to the specific request. In addition, we may retain e-mails and other information sent to us to complete the requested service.

WITH WHOM CUSTOMER INFORMATION IS SHARED

Information Provided to Third-Parties. We provide contact information directly to the third-party training provider through a secured server in order to enable the fulfillment of the registration request. Financial information if provided is through a secured server solely for processing the order. We do NOT sell, rent or lease contact information to other third-parties. For training providers in which you register for their training courses may occasionally send information on their products, services, or special deals through announcement messages or newsletters directly from the partner. If you do not wish to receive marketing materials and promotion communications, you may opt-out directly with the training provider. Please remember should you submit information to



a discussion group or some other public forum (i.e. TrainingConversations.com), the information submitted deemed public information and is not confidential.

Security. We use reasonable precautions to protect our customers' personal information and to store it securely. Sensitive information that is transmitted to us online (such as credit card number) is encrypted and is transmitted to us securely. In addition, access to all of our customers' information, not just the sensitive information mentioned above, is restricted. Finally, the servers on which we store personally identifiable information are kept in a secure environment. We also offer the option of providing the registration information via phone or secured facsimile.

Safe Harbor. The United States Department of Commerce and the European Commission have agreed on a set of data protection principles and frequently asked questions (the "Safe Harbor Principles") to enable U.S. companies to satisfy the requirement under European Union Law that adequate protection be given to personal information transferred from the EU to the United States. The European Economic Area has recognized the U.S. Safe Harbor as providing adequate data protection (OJ L 45, 15.2.2001, p. 47). Consistent with its commitment to protect personal privacy TrainUp.com adheres to the Safe Harbor Principles.
<http://www.export.gov/safeharbor/index.html>

Further, Trainup.com complies with the U.S.-EU Safe Harbor Framework and the U.S.-Swiss Safe Harbor Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention of personal information from European Union member countries and Switzerland. Trainup.com has certified that it adheres to the Safe Harbor Privacy Principles of notice, choice, onward transfer, security, data integrity, access, and enforcement. To learn more about the Safe Harbor program, and to view Trainup.com's certification, please visit <http://www.export.gov/safeharbor/>

Legal Disclaimer. We reserve the right to disclose your personally identifiable information as required by a court of competent jurisdiction and/or when we believe that disclosure is necessary to protect our rights and/or comply with any judicial proceeding, court order.

Links. Our web sites (i.e. Resource Center) may contain links to other sites. TrainUp.com is not responsible for the privacy practices or content of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each web site to which we may link that may collect personally identifiable information.

Policy Changes. We may update this policy from time to time, to ensure we are using, collecting, and providing information in the same manner that is disclosed. If we decide to use personal information in a manner different than disclosed, we will use reasonable efforts to post any material changes thirty (30) days before implementing them, thus providing you an opportunity to opt-out, if you determine that you are no longer interested in allowing access to your personal information.

Notification and Changes. If we change our Privacy Statement, we will post those changes so our users are aware of what information we collect, how we use it and under which circumstances, if any, we disclose it. Users should check this policy frequently to keep abreast of any changes.

For questions about this Privacy Statement, contact:

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