

## PRIVACY AND COOKIES POLICY

Revision Date: May 25, 2018

Assessment Systems Corporation (“Assessment Systems”) respects your privacy and has adopted this Privacy and Cookies Policy described below (“Privacy Policy”). This Privacy Policy is global in nature and describes our data protection practices and the types of personal information that we may receive or collect from you on our behalf and on behalf of certification, credentialing, licensure, regulatory, and academic test sponsors and authorized third parties (for example employers and background checking firms); users of our websites and web pages that provide a link to this Privacy Policy (collectively, our “Websites”); users and purchasers of Assessment Systems applications and services. This Privacy Policy also applies to information we collect or receive in e-mail, text and other electronic mediums between you and Assessment Systems. All references to ‘our’, ‘us’, or ‘we’, in this Privacy Policy and within any opt-in notices we provide you are deemed to refer to Assessment Systems. You agree that we may collect or receive, use, process, disclose, transfer and retain your personal information as described herein.

The rights and responsibilities described in our Privacy Policy do not cover third party websites that may be linked to our Website(s) or referred to on this Website(s). These third party websites have their own privacy policies and we encourage you to read and review them.

This Privacy Policy explains:

- **YOUR RIGHTS AND RESPONSIBILITIES**
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- **CERTIFICATION, LICENSURE, AND ACADEMIC TEST SERVICES**
- **REMOTE PROCTORING TEST SERVICES**
- **INFORMATION POLICY RELATING TO TEST CENTER APPLICATIONS**
- **INFORMATION POLICY RELATING TO CONTACT INFORMATION FORMS**
- **E-COMMERCE**
- **CREDENTIALING SERVICES**
- **THIRD PARTY WEBSITES AND SOCIAL MEDIA**
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### Your Rights & Responsibilities

You agree that by visiting and/or providing, transmitting, or having another party you have authorized provide or transmit your personal information to us on any of our Websites, you are accepting the practices described in this Privacy Policy and any updates made to this Privacy Policy.

You are never required to provide us with your personal information. If you do not agree to this Privacy Policy, please do not provide, transmit or allow an authorized third party to provide or transmit your personal

information to us; however, if you decide to not provide to us your personal information, you may not have the ability to allow to register, schedule, and take a test administered and delivered by us on behalf of the test program sponsor and we may not be able to provide you any other products or services we may offer.

As the subject of the personal information collected, you have a right to know what personal information we hold about you. You may access and correct the personal information you have submitted by contacting our Data Protection Officer at [support@assess.com](mailto:support@assess.com). We will respond to access requests within a reasonable amount of time in accordance with state and national laws and requirements.

If you have concerns with these rights and responsibilities or our compliance with them, go to how to contact us for more information.

### Our Rights & Responsibilities

We will provide you access to these rights and responsibilities and any subsequent updates.

We encourage you to periodically review this Privacy Policy to learn more about our information practices as they change over time. We reserve the right to update this Privacy Policy periodically, without notice. A change in the revision date will indicate that the Privacy Policy has been updated. Any changes to our Privacy Policy will become effective upon posting of the revised Privacy Policy on our Website(s). Your use of our Website(s) following such changes constitutes your acceptance of the revised Privacy Policy then in effect.

### Certification, Licensure, and Academic Test Services

We provide testing services as a service provider on behalf of test sponsors (who act as an autonomous data controllers). The test sponsor is the company or organization that offers certification, licensure, or academic testing and controls the test(s) that must be taken to secure such certification, credentialing, licensure, or academic. We collect or receive personal information from certification, licensure, and academic testing candidates on behalf of the test sponsor. We use this personal information in order to perform the testing services related to the administration and delivery of certification, licensure, and academic testing on behalf of the test sponsor. The information we may collect or receive includes, but is not limited to, your test registration, incident resolution (such as fraud prevention), collection of payment for testing services you've requested, your test results of such testing, and communicating with you about certification, licensure, and academic testing. Providing your personal information is voluntary, but maybe necessary if you wish to receive certification, licensure, or academic testing. We will handle and treat all personal information collected and received by us in connection with certification, licensure, and academic test registration and administration in the manner as described in this Privacy Policy. In scoring your certification, licensure, or other test results, we may use automated decision making algorithms to determine whether you answered any specific question correctly, your score for the entire test, and whether the resulting score is a passing score. For more information about how the test sponsor may collect and use your personal information we encourage you to review the test sponsor's privacy policy.

### Personal Information Collected for Certification, Licensure, and Academic Test Services

The personal information that we collect or receive in registering a you for certification, licensure, or academic testing services include: name, address, email address, phone number, fax number, credit/debit card information, company and title. We may also collect or receive the following additional information at registration or in the testing process, as necessary or appropriate, including, but not limited to: language, date of birth, social security number, sponsor identification number, employment information, previous examination history, education information, and source of financing for the test. For candidate verification and

identification purposes, we may collect all or part of a government-issued identification number and mother's maiden name.

In the event that you submit a request for an accommodation for your certification, licensure or academic test, you may be asked to submit health information records in compliance with your test sponsor's requirements, including but not limited to, documentation from your physician evidencing your need for the accommodations. We will work with the test sponsor to evaluate your eligibility for an accommodation and if an accommodation is granted we will implement an acceptable accommodation solution.

### Independent Testing Centers

Certain certification, credentialing, licensure, and academic tests are administered through independent authorized testing centers. These authorized testing centers are required to use any data collected in compliance with this Privacy Policy. If you have unaddressed concerns about an independent testing center relating to certification, credentialing, licensure, or academic services provided by us, please contact our Data Protection Officer at [support@assess.com](mailto:support@assess.com).

### Remote Proctoring Test Services

If a test sponsor offers their test through remote proctoring and if you choose to take the test through our remote proctoring platform, you consent to being monitored over the Internet through your computer via your webcam and microphone. Remote proctoring means that you will log on to a test platform through the internet to take your test and your entire testing session will be recorded and monitored so that your face, voice, desk and workspace will be captured and a recording will be made of these images for the purposes of test security and the integrity of the testing process. It is your responsibility to monitor your remote proctored testing environment and you assume all liability for content uploaded to our servers as a result of remote proctoring. You must make sure that only you will be recorded during your testing session and that no one else will be physically in the room where you are testing and that no one speaks to you during your testing session. If at any time during a remote proctored testing session a third party enters the work space or if any third party's voice is detected on the audio recording your testing session may be deleted and your test will not be processed. If this event, you will not receive a test refund or be credited for any portion of the test fee.

The video and audio recordings are standard test procedures for all test sponsors' remote proctored tests and your video and audio recording will be used for purposes of identity verification, remote observation, incident resolution, such as fraud prevention, test security, and for the integrity of the test and testing process. For more information about how the test sponsor may collect and use your personal information we encourage you to review the test sponsor's privacy policy.

### Personal Information Collected for Remote Proctoring Test Services

All of the same personal information that we collect or receive as described above applies to you when you register to take a test sponsor's remote proctored test. Prior to the start of your remote proctored test you may be required to hold up your ID documentation, (for example your driver license, passport or other approved ID that the sponsor designates), to be recorded on the video for the purpose of identity verification. The collection of such data is optional, but necessary if you choose to use the remote proctoring function. You understand that the audio- and video-recordings of your testing session will be supplied to the relevant test sponsor and any of their appointed agents to assist with their management of your test.

### Information Policy Relating To Business Development Submission Forms

Through the contact information form on this Website, you may provide your contact information for the purpose of having our representative contact you to discuss information about the products and services we offer. Providing your information is completely voluntary. The personal information that we collect or receive through the contact information form includes but not limited to: name, email address, phone number, company, title, primary place of business, and information about your testing program. We will use the information you submit to evaluate your needs and provide you information on services you may be interested in.

#### E-commerce Services

Our Websites provide you with the opportunity to purchase certification, credentialing, licensure, and academic test related products and services. We also provide e-commerce services on behalf of our test sponsors.

#### Personal Information Collected for Ecommerce Services

We clearly identify what information must be provided by you in order for us to deliver the various products, services, and information that you may request. Depending on your choices, we will require different types of information for these various products, services, and information. You may also choose to provide additional or optional information to enhance the services provided to you. The personal information that we may collect includes:

- Contact and shipping information, as well as purchase history, and payment information.
- Information regarding your use of the Website (i.e., pages visited, files downloaded). We will use this information to understand the habits of our Website users and to improve the products, services, and content we offer.

#### Credentialing Services

We provide credentialing services as a service provider on behalf of credentialing sponsors (that act as an autonomous data controller) and we provide testing services on behalf of ourselves. The credentialing sponsor is the company or organization that offers the credential you are seeking. We collect or receive personal information from credentialing candidates on behalf of the test sponsor. We use this personal information in order to perform the credentialing services on behalf of the test sponsor. The information we may collect or receive includes, but is not limited to, your credentialing information, collection of payment for credentialing services you've requested, your test results resulting from your testing of the sponsor's test, and communicating with you about credentialing services. Providing your personal information is voluntary, but necessary if you wish to participate in the credentialing services. We will handle and treat all personal information collected and received by us in connection with the credentialing services in the manner as described in this Privacy Policy. For more information about how the credentialing sponsor may collect and use your personal information we encourage you to review the credentialing sponsor's privacy policy.

#### Personal Information Collected for Credentialing Services

The "Personal Information" that we collect or receive in registering you for credentialing services include: name, address, email address, phone number, fax number, credit/debit card information, company and title. We may also collect or receive the following additional information at registration or in the testing process, as necessary or appropriate, including but not limited to: language, date of birth, social security number, sponsor identification number, employment information, testing history, education information, and source of

financing for your tests. For candidate verification and identification purposes, we may collect all or part of a government-issued identification number and mother's maiden name.

### Third Party Websites and Social Media

We may also collect information via third party websites such as Google, or via social media such as Twitter and Facebook. This information may include your name, address, username, email address, website visited, content posted, IP address, nationality, language, and other publicly available demographics. This information is used to improve the products and services that we offer, to identify and resolve customer service issues, and to provide the information and services you request.

This Privacy Policy does not address, and we are not responsible for, the privacy, information or other practices of any third parties, including any non-customer third party operating any website or service to which our Websites link. The inclusion of a link on our Websites does not imply endorsement of the linked site or service by us or by our affiliates.

Please note that we are not responsible for the collection, usage and disclosure policies and practices (including the data security practices) of other non-customer organizations, such as Facebook, Apple, Google, Microsoft, or any other company, including app developers, app providers, social media platform providers, operating system providers, wireless service providers or device manufacturers, including any Personal Information you disclose to other organizations through or in connection with their applications.

### Information Received From Internet Service Providers Through This Website

This Website receives information that is automatically generated by a user's Internet service provider (ISP), browser or mobile device. This information may include the IP address, the associated URLs, domain names, the browser type, the approximate location of the ISP's servers, the pages of our Website that the user views, and any search terms entered on this Website. This information may be collected for system administration purposes, to gather broad demographic information and to monitor the level of activity on the Website. We reserve the right to link this information to your personal information in order to protect the integrity of our system and for security purposes.

### Transfer Of Information

Our Website is controlled and operated by us from the United States, and are not intended to subject us to the laws or jurisdiction of any state, country or territory other than that of the United States. We may store and process personal information about customers who are resident in the European Economic Area and beyond in many different countries and territories worldwide. To facilitate our legitimate business needs and contractual obligations, we may transfer and access such personal information around the world, including from/to other countries in which we have operations. If you choose to use the Website or provide your information to us, your information may be transferred to, processed and maintained on servers or databases located outside of the country or jurisdiction where you are located. Your agreement to this Privacy Policy followed by your submission of information through the Website represents your consent and agreement to these practices.

### Transfer of Information to Test Sponsors

By registering for a test through us, purchasing services or products from one of our e-commerce Websites, or submitting information to one of our credentialing Websites, or in some cases submitting your personal

information through a third party acting upon your direction and on your behalf, you give your consent for your personal information to be transmitted by us to the test sponsor from whom you seek certification, credentialing, licensure, or academic or on whose behalf the e-commerce Websites are administered by us. The test sponsor requires your personal information so that (a) tests can be correctly administered; (b) certification, credentialing, licensure, or academic can be processed, granted and administered; and (c) candidates can receive further information about certification, credentialing, licensure, or academic testing. For more information about how the test sponsor may collect and use your personal information we encourage you to review the test sponsor's privacy policy.

#### Other Transfer of Information

We may disclose personal information in the following situations: (a) in response to a subpoena, court order or legal process, to the extent permitted and required by law; (b) to protect your security, or the security of other persons, consistent with applicable law; (c) to address actual or suspected fraud or other illegal activities; (d) in connection with a sale, joint venture or other transfer of some or all of our business assets; (e) to our subcontractors or agents (such as, those third parties hosting one or more of our website's; processing credit card transactions and payments; fulfilling and processing orders; assisting us with marketing and promotions; and collecting web analytics data, etc.), including independent testing centers, if any, solely for the purpose of enabling them to perform services on our behalf; (f) for contractual purposes with you and testing centers as described in this document.

For purposes of validating test and user integrity and security, we may supply audio- and video-recordings of test candidates in a testing center at a particular time to any test sponsor whose test was being administered at that time in such test center. Where you have chosen to take your test through our remote proctoring platform, the audio- and video-recordings of your testing session will be supplied to the relevant test sponsor and any of their appointed agents to assist with their management of your test.

In certain situations, we may be required to disclose personal information in response to lawful requests by public authorities, including to meet national security or law enforcement requirements.

We do not provide your personal information to any parties who are not connected with the services we provide or relate to such products or services unless you agree. Except as disclosed in this Privacy Policy, we will not provide your data to third parties.

#### Other Rights You May Have

In some regions, such as the European Economic Area, you may have certain rights in relation to your personal information, including the right to:

- request access to and obtain a copy of your personal information,
- correct your personal information if it is no longer accurate or erase your personal information if our retention is no longer necessary for the purposes for which it was collected,
- restrict or object to the processing of your personal information in certain circumstances,
- data portability (if applicable).

If you wish to exercise any of your rights in relation to your personal information please send your request to our Data Protection Officer at [support@assess.com](mailto:support@assess.com). We will consider and act upon any request in accordance with applicable data protection laws. You may also have the right to complain to the Information

Commissioner (if you are in the UK) or to your local data protection supervisory authority if you are unhappy with our privacy practices notified under this Privacy Policy.

#### Information From Children

We recognize the importance of protecting privacy where children are involved. We are committed to protecting children's privacy and we comply fully with the Children's Online Privacy Protection Act (COPPA) and similar laws and regulations. If a child under the age of 13 has provided us with personal information, we ask that a parent or guardian contact us. If you are under 18, please be sure to read this Privacy Policy with your parent(s) or legal guardian(s) and ask questions about things you do not understand.

We are dedicated to maintaining the privacy of all students, whether under 13 or older, in accordance with applicable laws. In this regard, we will maintain any and all personal information in education records which come into our possession in accordance with the requirements of the Family Educational Rights and Privacy Act ("FERPA"), and will not disclose such information to third parties except with the consent of a parent, the School or an eligible student (as applicable), unless otherwise permitted under FERPA and its associated regulations. Please check with the school or academic institution if you have any questions as to which information they have classified in this manner.

We will comply with the requirements of COPPA and FERPA to the extent that these laws apply to the information collected and maintained by us. Accordingly, notwithstanding anything to the contrary in this Privacy Policy, we will not collect, use or disclose personal information covered by COPPA and FERPA except in compliance with the respective requirements of each of these statutes and their associated regulations. We will also comply with all other applicable laws which govern the information which it maintains.

#### Aggregation Of Non-Person-Specific Data

We may statistically aggregate in non-person-specific form test responses and other information collected in the certification, credentialing, licensure, and academic test registration and delivery process and transfer this information to test sponsors and to independent testing centers. Such aggregated non-person-specific information may be used for quality control, operations management, to conduct research and analysis consistent with our mission, security and marketing purposes and to enhance develop or improve certification, credentialing, licensure, and academic testing processes, testing services, tests and related products and services. By registering for a test through us, you give to us your consent to this non-person-specific data aggregation and the use and transmission of this aggregated statistical data as outlined herein.

#### Information Access and Corrections

If you are a registered user of one of our Websites, you can review and change your Personal Information and/or email marketing preferences by logging into our Website and visiting your account profile page. You may also send an e-mail to our Data Protection Officer at [support@assess.com](mailto:support@assess.com) to request access to, correct or delete any Personal Information that you have provided to us. In your request, please make clear what Personal Information you would like to have changed, whether you would like to have your Personal Information that you have provided to us suppressed from our database or otherwise let us know what limitations you would like to put on our use of your Personal Information that you have provided to us. For your protection, we may only implement requests with respect to the Personal Information associated with the particular email address that you use to send us your request, and we may need to verify your identity before implementing your request. We will try to comply with your request as soon as reasonably practicable. We may not accommodate

a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

#### Data Retention

Please be advised that we may need to retain certain Personal Information for an indefinite period of time to validate your test and or credentialing results for certification, credentialing, licensure, regulatory, and academic test sponsors and authorized third parties. Please note that we may also need to retain certain information for recordkeeping purposes and/or to complete any transactions that you began prior to requesting such change or deletion (e.g., when you make a purchase or enter a promotion, you may not be able to change or delete the Personal Information provided until after the completion of such purchase or promotion). There may also be residual information that will remain within our databases and other records, which will not be removed.

#### Business Transition

The information covered by this Privacy Policy, except for content owned by client (e.g., test items), and will become part of our normal business records. If the all or a substantial part of its business is sold or otherwise transferred to a third party, such as a legal successor in interest, your information may be transferred to that third party.

#### Data Security

We are committed to ensuring the security of your information. We use encryption technology, physical and electronic privacy protection controls, and restrictions on employee access in order to safeguard your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be guaranteed to be 100% secure. As a result, while we strive to protect your Personal Information, you acknowledge that: 1) there are privacy and security risks to the Internet which are beyond our control; 2) the security, integrity and privacy of any and all information exchanged between you and us through our Website cannot be guaranteed; and 3) any information or data may be viewed or tampered with by a third party while in transit. All of our authorized personnel must abide by our Privacy Policy and have been educated on our privacy policy. Only authorized personnel will have access to your personal information and such access is limited to a need-to-know basis. Our network and database are password protected and are behind both firewalls and proxy server to ensure security. Our web security is under on-going scrutiny and review to ensure that it meets the highest standards. However, these measures standing alone are not sufficient to ensure the security of your Personal Information. Information transmissions to this website and emails sent to us may not always be secure. Given the inherent operation and nature of the Internet, all Internet transmissions are done at the your own risk.

#### Protection Of Credit Card Information

Individuals who make online purchases will be asked to provide credit/debit card information, which may include payment instrument number (e.g., credit card), name and billing address, the security code associated with the credit/debit card information, organizational tax ID, and other financial data ("Payment Data"). We use Payment Data to complete transactions, as well as to detect and prevent fraud. We will retain your Payment Data for as long as reasonably necessary to complete the transaction, to comply with our legal and reporting requirements, and to detect and prevent credit/debit card fraud. We use industry-standard security measures available through your browser called Secure Socket Layer (SSL) encryption for all financial transactions. All credit card related information (number, expiration date, cvs) is only used for the transaction for which it is given. We do not retain any client credit card information within our system.

## Resolution of Concerns

Questions or concerns regarding the use or disclosure of personal information should first be directed to e-mail to our Data Protection Officer at [support@assess.com](mailto:support@assess.com). We will investigate and attempt to resolve the complaint regarding the use and disclosure of personal information by reference to the principles identified in our Privacy Policy.

## Cookies and Web Beacons

Cookies are small text files that a web server places on your computer or mobile device. Cookies contain information that can later be read by the web server that originally placed the cookie on your computer or mobile device.

Below is a list of the main types of cookies we use and what we use them for:

1. **Strictly Necessary Cookies**: These cookies are essential in order to enable you to move around the Website and use its features, such as accessing secure areas of this Website. Without these cookies services you have asked for, like shopping baskets or e-billing, cannot be provided.
2. **Performance Cookies**: These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. Some of the performance cookies are analytics cookies using third party web analytics software, which allow us to understand more about how our Website is used. For example, like many companies we use Google Analytics, which may use performance cookies. We use Google Analytics to obtain web trend information about user interaction with this Website. We use this information for system administration purposes and to identify problems and improve service. While Google Analytics collects and reports information on an anonymous basis, Google Analytics uses cookies and collects IP addresses to gather web trend information. For more information about Google Analytics, and for links to Google's Privacy Policy and an opt-out tool for Google Analytics, go to [www.google.com/intl/en/analytics/privacyoverview.html](http://www.google.com/intl/en/analytics/privacyoverview.html). Performance cookies are not used to collect information that identifies a visitor. All information these performance cookies collect is aggregated and therefore anonymous. The aggregated data is only used by us to improve how our Website works. We might also use performance cookies to highlight our products or services which we think will be of interest to you based on your use of our Website. **By using this Website you agree we may place these types of cookies on your device.**
3. **Functionality Cookies**: These cookies allow the Website to remember choices you make (such as your user name, language or the region you are located in) and provide enhanced, more personal features. For instance, these cookies can be used to remember changes you have made to text size, fonts and other parts of web pages that you can customize. They may also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies is not used to track your browsing activity on other websites. These cookies are known as "functionality cookies" and help to improve a user's experience of a website by providing a more personalized service. **By using this Website you agree we may place these types of cookies on your device.**
4. **Targeting or advertising cookies**: These cookies are used to deliver advertising materials relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. They are usually placed by advertising networks with the website operator's permission. They remember that you have visited a website and this information is shared with other organizations such as advertisers. Quite often targeting or advertising cookies will be linked to Website functionality provided by the other

organization. Most of our Websites do not use targeting cookies. **By using this Website you agree we may place these types of cookies on your device.**

5. **Third Party Cookies and Social Networks.** If you click on a hyperlink from this Website to any third party websites (for example, if you 'share' content from our Website with friends or colleagues through social networks) or use third party services together with this Website, you may be acquire cookies from these third party websites. Third party websites will have their own privacy and cookie policies which we do not and cannot control. Please check the third-party websites for more information about their cookies and how to manage them. You should always review these third-party websites privacy policies.

#### How To Manage Cookies

If you block cookies or cookies are not enabled on your computer, it will mean that your browsing or shopping experience on our Websites will be limited or may not work correctly.

**Web Beacons.** Web Beacons are small strings of code that provide a method for delivering a graphic image on a web page for the purpose of transferring data. For example, when you visit a page on this Website, the code for the page being visited may be transferred to us. The information transmitted to us is only used internally by us and is not shared with any third parties, except as provided in this Privacy Policy. We use this information for the following purposes:

- To allow us to better understand the traffic patterns within our Websites and, subsequently, to adjust our content to better respond to our visitors interests; and
- To use the information we obtain to suggest materials and resources that may be of interest to you based on your use of our Website.

By using this Website, you agree to the our use of the cookies as described above and to our use of web beacons for the collection of information in order to provide the products or services you have requested and for improvements, as we deem appropriate in our sole discretion, related to our products and services.

**Do Not Track Signals.** This Website does not respond to web browser “do not track” signals or comparable signals or mechanisms.

Special Information for California Residents. If you are a California resident under the age of 18 and you are a registered user of the Website, you may request that we remove content or information that you posted on the Website or stored on our servers by (a) submitting a request in writing e-mail to our Data Protection Officer at [support@assess.com](mailto:support@assess.com) and (b) clearly identifying the content or information you wish to have removed and providing sufficient information to allow us to locate the content or information to be removed. However, please note that we are not required to erase or otherwise eliminate content or information if (i) other state or federal laws require us or a third party to maintain the content or information; (ii) the content or information was posed, stored, or republished by another user; (iii) the content or information is anonymized so that the minor cannot be individually identified; (iv) you do not follow the instructions posted in this Privacy Policy on how to request removal of such content or information; or (v) you have received compensation or other consideration for providing the content. Further, nothing in this provision shall be construed to limit the authority of a law enforcement agency to obtain applicable content or information.

#### How To Contact Us

If you have any questions or concerns about this Privacy Policy, please contact our Data Protection Officer at [support@assess.com](mailto:support@assess.com). You may also contact us at +1 (763) 476-4764.