



## WEBSITE PRIVACY POLICY

The Internet is an amazing tool. It has the power to change the way we live, and we're starting to see that potential today. With only a few mouse-clicks, you can follow the news, look up facts, buy goods and services, and communicate with others from around the world. It's important to Velocity Training: Education Solutions, LLC to help our customers retain their privacy when they take advantage of all the Internet has to offer.

We believe your business is no one else's. Your privacy is important to you and to us. So we'll protect the information you share with us. To protect your privacy, Velocity Training: Education Solutions, LLC follows different principles in accordance with worldwide practices for customer privacy and data protection.

- We won't sell or give away your name, mail address, phone number, email address or any other information to anyone.
- We'll use state-of-the-art security measures to protect your information from unauthorized users.

### NOTICE

**This Privacy Policy for is primarily for [www.mypipelinetraining.org](http://www.mypipelinetraining.org) but can also extend to our learning management system sites.**

We will ask you when we need information that personally identifies you (personal information) or allows us to contact you. Generally, this information is requested when you create a Registration ID on the site or when you download free software, enter a contest, order email newsletters or join our limited-access premium sites. We use your Personal Information for four primary purposes:

- To make the site easier for you to use by not having to enter information more than once.
  - To help you quickly find software, services or information.
  - To help us create content most relevant to you.
  - To alert you to product upgrades, special offers, updated information and other new services from Velocity Training: Education Solutions, LLC.

### CONSENT

By using our site, you consent to our privacy policy and agree that we may be the coolest training company ever. Seriously, we are.

If you choose not to register or provide personal information, you can still use most of [www.mypipelinetraining.org](http://www.mypipelinetraining.org). But you will not be able to access areas that require registration.

**Ensure you read and follow our Terms of Use.**

If you decide to register, you will be able to select the kinds of information you want to receive from us by subscribing to various services, like our electronic newsletters. If you do not want us to communicate with you about other offers regarding Velocity Training: Education Solutions, LLC products, programs, events, or services by email, postal mail, or telephone, you may select the option stating that you do not wish to receive marketing messages from Velocity Training: Education Solutions, LLC.



Velocity Training: Education Solutions, LLC occasionally allows other companies to offer our registered customers information about their products and services, using email only. If you do not want to receive these offers, you may send us a request at [support@velocitytrained.com](mailto:support@velocitytrained.com)

## **ACCESS**

We will provide you with the means to ensure that your personal information is correct and current. You may review and update this information at any time by changing it within your student account tab at [vtes.digitalchalk.com](http://vtes.digitalchalk.com) or [vtes.otsystems.net](http://vtes.otsystems.net). You can also email us at [support@velocitytrained.com](mailto:support@velocitytrained.com) or call us at 888-491-0336.

## **SECURITY**

Velocity Training: Education Solutions, LLC has taken strong measures to protect the security of your personal information and to ensure that your choices for its intended use are honored. We take strong precautions to protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

We guarantee your e-commerce transactions to be 100% safe and secure. When you place orders or access your personal account information, you're utilizing secure server software SSL, which encrypts your personal information before it's sent over the Internet. SSL is one of the safest encryption technologies available.

In addition, your transactions are guaranteed under the Fair Credit Billing Act. This Act states that your bank cannot hold you liable for more than \$50.00 in fraudulent credit card charges. If your bank does hold you liable for \$50.00 or less, we'll cover your liability provided the unauthorized, fraudulent use of your credit card resulted through no fault of your own and from purchases made from us over our secure server. In the event of unauthorized use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures.

Velocity Training: Education Solutions, LLC strictly protects the security of your personal information and honors your choices for its intended use. We carefully protect your data from loss, misuse, unauthorized access or disclosure, alteration, or destruction.

Your personal information is never shared outside the company without your permission, except under conditions explained above. Inside the company, data is stored in password-controlled servers with limited access. Your information may be stored and processed in the United States of America or any other country where Velocity Training: Education Solutions, LLC, its subsidiaries, affiliates or agents are located.

You also have a significant role in protecting your information. No one can see or edit your personal information without knowing your user name and password, so do not share these with others.

## **NOTICE TO PARENTS**

Parents or guardians: we want to help you guard your children's privacy. We encourage you to talk to your children about safe and responsible use of their Personal Information while using the Internet.

The Velocity Training: Education Solutions, LLC site does not publish content that is targeted to



**VTES**<sup>™</sup>  
On-Demand Inspector Training

children.

## **ENFORCEMENT**

If for some reason you believe Velocity Training: Education Solutions, LLC has not adhered to these principles, please notify us by email at [support@velocitytrained.com](mailto:support@velocitytrained.com), and we will do our best to determine and correct the problem promptly. Be certain the words Privacy Policy are in the Subject line.

## **CUSTOMER PROFILES**

As mentioned above, every registered customer has a unique personal profile. Each profile is assigned a unique personal identification login credential that you will create. **DO NOT SHARE THIS DATA WITH ANYONE ELSE.**

When you register, we create your profile, assign a personal ID, and then send this personal identification number back to your hard drive in the form of a cookie, which is a very small bit of code. This code is uniquely yours. It is your passport to seamless travel across [www.mypipelinetraining.org](http://www.mypipelinetraining.org), allowing you to download free software, order free newsletters, and visit premium sites without having to fill out registration forms with information you've already provided. Even if you switch computers, you won't have to re-register – just use your Registration ID to identify yourself.

## **WHAT WE DO WITH THE INFORMATION YOU SHARE**

When you join us, you provide us with your contact information, including [YOUR NAME] and email address. We use this information to send you updates about your order, questionnaires to measure your satisfaction with our service and announcements about new and exciting services that we offer. When you order from us, we ask for your credit card number and billing address. We use this information only to bill you for the product(s) you order at that time. For your convenience, we do save some billing information in case you want to order from us again, but we don't use this information again without your permission.

We occasionally hire other companies to provide limited services on our behalf, including packaging, mailing and delivering purchases, answering customer questions about products or services, sending postal mail and processing event registration. 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.

Velocity Training: Education Solutions, LLC will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Velocity Training: Education Solutions, LLC or the site; (b) protect and defend the rights or property of Velocity Training: Education Solutions, LLC and its family of Websites, and, (c) act in urgent circumstances to protect the personal safety of users of Velocity Training: Education Solutions, LLC, its Websites, or the public.

We will also use your provided personal information, such as address, email, name, and phone number to contact you from time to time regarding our other services and products. You will be able to opt out of these notifications by simply sending us a detailed request to: [support@velocitytrained.com](mailto:support@velocitytrained.com)



## **WHAT INFORMATION DO WE COLLECT?**

We collect information from you when you place an order, subscribe to our newsletter or fill out a form.

When ordering or registering on our site, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number, credit card information, or other personal data required for identification purposes.

## **AGAIN, WHAT DO WE USE YOUR INFORMATION FOR?**

**Any of the information we collect from you may be used in one of the following ways:**

- **To personalize your experience (Your information helps us to better respond to your individual needs)**
- **To improve our website (We continually strive to improve our website offerings based on the information and feedback we receive from you)**
- **To improve customer service (Your information helps us to more effectively respond to your customer service requests and support needs)**
- **To process transactions (Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your consent, other than for the express purpose of delivering the purchased product or service requested.)**
- **To send periodic emails (The email address you provide for order processing, will only be used to send you information and updates pertaining to your order.) Note: If you decide to opt-in to our mailing list, you will receive emails that may include company news, updates, related product or service information, etc.**

**Note:** If at any time you would like to unsubscribe from receiving future emails, please contact us via email at: [support@velocitytrained.com](mailto:support@velocitytrained.com)

## **HEY, I MISSED THE SECTION WHERE YOU ANSWERED - DO WE USE COOKIES?**

Yes. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the sites or service providers systems to recognize your browser and capture and remember certain information about your preferences.

We use cookies to help us remember and process the items in your shopping cart.

**NOTE: We also like chocolate chip cookies with milk.**

## **THIRD PARTY LINKS**

Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.



**(CALIFORNIA RESIDENTS)**  
**CALIFORNIA ONLINE PRIVACY PROTECTION ACT COMPLIANCE**

Because we value your privacy we have taken the necessary precautions to be in compliance with the California Online Privacy Protection Act. We therefore will not distribute your personal information to outside parties without your consent.

As part of the California Online Privacy Protection Act, all users of our site may make any changes to their information at any time by contacting us at [admin@velocitytrained.com](mailto:admin@velocitytrained.com) OR [support@velocitytrained.com](mailto:support@velocitytrained.com)

We will not change your issued certificate name unless you show proof of a legal change of name.

We apply this policy to all of our users.

**CHANGES TO OUR PRIVACY POLICY**

If we decide to change our privacy policy, we will post those changes on this page, send an email notifying you of any changes, and/or update the Privacy Policy modification date below.

This policy was last modified on 1 October 2017 at 2:58pm CST.

<http://www.mypipelinetraining.org>

Thank you,

The Velocity Training Team