

# Exam Master Privacy Policy

If you are an Exam Master client or subscriber, or even just a visitor to our website, this policy is for you.

## When and how data is collected

Sometimes our system collects data from you in order to provide services, and sometimes that data is voluntarily provided.

### Data You Give

- Requesting a demo of our product
- We call you
- You use our applications
- You view or sign a contract
- Chatting with our client support
- Connecting via third party integrations (Slack, Canvas, etc)
- When you opt-in to marketing messages.

### Data We Collect

- Requesting a demo of our product
- You receive emails from us
- You use our applications
- You view or sign a contract
- Chatting with our client support
- Connecting via third part integrations (Sack, Canvas, etc)
- Browsing any page of our website

## Types of data we collect

### Contact Details

- Your name, address, telephone number and email address..

### Identifying Information

- Your IP address, login information, browser type and version, time zone settings, provided geolocation information, operating system and version..

### Usage Data

- Your URL clickstreams (the path you take through our website), the products and services you view, the page response times, download errors, the duration of your visit, actions taken on individual pages, how often those actions are performed, and other actions taken in relation to our website..

## Sensitive data collection and handling

### Financial Data

- Exam Master does not store your payment information in any form; when you make a payment it is through Braintree payments. You can find their policies linked below.

### Sensitive Data

- Exam Master does not collect any 'sensitive data' about clients, potential clients, or users (such as racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health data, data about your sexual activity or orientation, and criminal or alleged criminal activity) except when you specifically provide consent, or if we are required by the law.

### Children's Data

- The Exam Master corporation does not knowingly target its applications or services towards children and is only intended for users over the age of 18 and able to provide legal consent for services provided. No personal data of any type is collected from any individuals under the age of 16.

\*

---

## How and why we use your data

### *Operations*

For Exam Master to provide the best possible products and services, we sometimes need your data to fulfill that promise. Some data is necessary for basic operation; logins and authentication, cookies to remember your settings, and other items are for back-end infrastructure requirements. [Legal Basis: Contract | Legitimate Interest](#)

### *Improvements*

We also use the data as a type of feedback to manage our landing pages and identify where our customer's needs are located. Data is used for traffic optimization, data analysis and research. [Legal Basis: Contract | Legitimate Interest](#)

### *Support*

Your contact information is necessary to notify you of changes to our service, or to respond to concerns or feedback you may have with our product. It is used for solving issues via our live chat support, phone or email conversations. [Legal Basis: Contract](#)

### *Marketing*

This information is also used to occasionally notify you of new features, products and services, or content updates. [Legal Basis: Consent](#)

## Consent

- You have given clear consent for us to process your personal data for a specific purpose.
- You can always change your mind, if you decide to withdraw your consent, and we do not have an alternative legal basis for processing that information, then we will stop processing your personal data. Contact us at [support@exammaster.com](mailto:support@exammaster.com)

## Contract

- Processing your data is necessary for a contract you have with us, or because we have asked you to take specific steps before entering into that contract.

## Legitimate Interests

- Sometimes processing your data is necessary for our legitimate interests. These interests include:
  - gaining insights from your behavior within our application or on our website
  - delivering, developing and improving Exam Master applications and websites.
  - enabling us to enhance, customize our modify our services for your experience.
  - determining the effectiveness of marketing campaigns.
  - improving the security of your data.
- In all cases, legitimate interests are only valid if not outweighed by your rights and interests.

---

## Your privacy choices and rights

### CHOICES

#### *You can choose not to provide us with personal data*

If you choose to do this, you can continue using and browsing our website and its pages, but we will be unable to process any transactions without personal data.

#### *You can turn off cookies in your browser by changing its settings*

You can block cookies by activating a setting within your browser that allows you to refuse cookies. You can also delete cookies through your browser settings. If you turn off cookies, you can continue to use the website and browse its pages, but some services we use may not work effectively or might cause problems. Please see your chosen browser's help documents for information on how to change those settings.

#### *You can ask us not to use your data for marketing*

We will inform you (before collecting your data) if we intend to use your data for marketing and if third parties are involved. You can opt out from marketing by emailing us at [support@exammaster.com](mailto:support@exammaster.com).

## RIGHTS

You can exercise your rights by sending us an email at [support@exammaster.com](mailto:support@exammaster.com)

### *You have the right to access information we hold about you*

This includes the right to ask us information about:

- The categories of data we are processing
- The purpose of data processing
- How long the data will be stored and the criteria used to determine that period
- Your other rights regarding our use of your data

We will provide you the information within one month of your request, unless doing so would adversely affect the rights and freedoms of another individual. If that is the case, you will be informed in that same period that we can not meet your request for that reason.

### *You have the right to make us correct any inaccurate personal data about you*

### *You can object to us using our data for making automated decisions about you*

We may use your data to determine whether we should let you know information that might be relevant to you (for example, customizing emails sent to you based on your behavior or relationship with our system.)

### *You have the right to port your data to another service*

We will give you a copy of all data on you that we hold in a CSV or other format so that you can provide it to another service. If you ask and it is technically possible, we can also directly provide that data to the other service on your behalf. We will not do so to the extent that this involves disclosing data about any other individual.

### *You have the right to be 'forgotten' by us*

You can do this by asking us to erase any personal data we hold about you, if it is no longer necessary for us to hold the data for the purposes of your use of our system.

---

## How secure is the data we collect?

We have physical and electronic procedures to safeguard and secure the information we collect. For more information on our efforts to ensure your data is held in a secure manner, please see our data security policy.

#### **Please remember:**

- You provide personal data at your own risk: unfortunately, no data transmission is 100% secure
  - You are responsible for your username and password: keep them secret and safe
  - If you believe your privacy has been breached, please contact us immediately at [support@exammaster.com](mailto:support@exammaster.com)
- 

## Where do we store the data?

The personal data we collect is processed at our office in Newark, Delaware and in any data processing facilities operated by third parties identified below.

By submitting your personal data, you agree to this transfer, storing or processing by us. If we transfer or store your information outside of this way, we will take steps to ensure that your privacy rights continue to be protected as outlined in this Privacy Policy.

---

## How long do we store your data?

We will archive and stop actively using personal identifiable information about you within 18 months of the last time you used Juro. We will delete your personal data from our archives no later than 7 years from the last time you used Exam Master or as agreed with you in any separate contract.

.....

## Third parties who process your data

In our industry, third parties are often used to host applications and databases, facilitate communication with customers, provide email services, etc. Exam Master chooses those third parties based on their ability to provide the tools we need without compromising the experience or security of our clients and users.

When we do this, sometimes it is necessary for us to share data with them to enable those services to work well. In those instances, your data is only shared when strictly necessary and we take every effort to ensure that those entities take comparable measures to protect that data.

Here are the details of our primary third-party service providers, and the data that they collect or that we share, where they store that data and why they need it.

Service Provider	Data Collected or Shared	Purpose	Place of Processing
<b>Rackspace</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details</li><li>Data that identifies you</li><li>Data on how you use our application</li></ul>	Rackspace is a cloud hosting provider. They host the databases that we use to store application data and user information generated through the use of our applications.	US (Chicago DC)
<b>Heroku</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>No storage</li></ul>	Heroku is a cloud application hosting service. We do not store any data with Heroku but we use their cloud servers for executing our web applications that connect to the database.	US (Distributed)
<b>Quickbase</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details</li><li>Data that identifies you</li><li>Contact details</li><li>Data from your contracts</li></ul>	We use this service for customer communications, interactions, and helpdesk assistance.	US (Las Vegas, NV and Denver, CO)
<b>Dreamhost</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Cookies</li><li>Data on your website activity</li><li>Session data</li><li>Geo IP location</li></ul>	We use this service to host landing pages and collect some data for marketing and sales outreach.	US (Ashburn, VA and Irvina, CA)
<b>Microsoft</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details</li><li>Data that identifies you</li></ul>	We use this service for customer communications (email) and services like OneDrive, where some contracts may be stored.	US (Distributed)
<b>Chatlio</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details you provide</li></ul>	This enables us to facilitate communications between our users and support.	US (Distributed)
<b>Google Analytics</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Your site usage activity</li><li>Data that identifies you</li><li>Cookies</li></ul>	Google Analytics is a web analytics service. We use it to track your use of our retail web sites and prepare reports on user activity.	US (Distributed)
<b>OnSIP</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details</li></ul>	We use this service for customer communications.	US (New York, NY and Los Angeles, CA)
<b>BrainTree</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details</li><li>Cookies</li></ul>	This service processes payments for us.	US (Distributed)
<b>SendGrid</b> <a href="#">(Privacy Policy)</a>	<ul style="list-style-type: none"><li>Contact details</li></ul>	We use this service for sending and tracking emails through our applications.	US (Distributed)

.....

## Cookies

We use cookies on our websites; Unless you adjust your browser settings to refuse cookies, we (and the above third parties) will issue cookies when you interact with Exam Master. These may be 'session' cookies, meaning they delete themselves when you leave, or 'persistent' cookies which do not delete themselves and help us recognize when you return so we can provide a tailored experience.

### How can I block cookies?

You can block cookies by activating a setting on your browser allowing you to refuse the setting of cookies. You can also delete cookies through your browser settings. If you use your browser settings to disable, reject, or block cookies (including essential cookies), certain parts of our website or application may not function fully. In some cases, you may not be able to use our services at all. Please note that where third parties use cookies we have no control over how those parties use those cookies.

.....

If you have any feedback or questions related to content not found in the above document, please contact Exam Master at [support@exammaster.com](mailto:support@exammaster.com).