



## Pract.us privacy policy

The privacy of your data is important to us. The only time we'll access your account data is if you ask us to help you with a problem. Our systems automatically log all access to Pract.us accounts by username and IP address, so we can always verify that no unauthorized access has happened for as long as the logs are kept.

## Identity & access

When you sign up for Pract.us, we ask for your name, company name, and email address. That's so you can personalize your new account, and we can send you updates or other essential information. We'll never give or sell your personal info, the training content you create, or your sign-off records to anyone else. We will not use your name or company on our website or in marketing materials without your permission.

When you write Pract.us with a question, we'll keep that correspondence and the email address for future reference. When you browse our marketing pages, we'll track that for statistical purposes (like conversion rates and to test new designs). We also store any information you volunteer, like surveys, for as long as we need it.

When you use the Pract.us application, events will be triggered, such as when you enroll in a new Card. We keep track of these events so authorized members of your Team can generate reports and also so we can analyze system usage and health.

The only times we'll ever share your info:

- To provide information or services you've requested, with your prior permission.
- To investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential or actual threats to the physical safety of any person, potential or actual threats to the integrity and security of our systems, violations of our **Terms of Service**, or as otherwise required by law.
- If the control of Pract.us changes, such as by acquisition or merger, we'll notify you well before any of your data is transferred and becomes subject to a different privacy policy.

## Law enforcement

Pract.us won't hand your data over to law enforcement unless a court order requires us to do so. We do not comply with requests from local and federal law enforcement when they seek



data unless they have a court order. And unless we're legally prevented from it, we'll always inform you when such requests are made.

### **Encryption**

All data is encrypted via 256-bit [SSL/TLS](#) when transmitted from our servers to your browser. Data isn't encrypted while it's live in our database (since it needs to be ready to send to you when you need it), but we go to great lengths to secure your data at rest.

### **Deleted data**

When you cancel your Team account, we'll ensure that none of your Team data, such as cards, skills and references, is stored on our servers past 90 days. Within active Team accounts, most Team data is "retired" or "canceled" rather than deleted. This makes it possible in many circumstances to restore data that was accidentally retired.

Solo or personal accounts continue indefinitely for all former members of Teams, because we want you to be able to start new Teams or join others without losing your Profile or your record of past learning. Therefore, your Profile data and records of card completions will be kept until you specifically ask us to delete them.

### **Changes & questions**

Pract.us may update this policy from time to time — we'll notify you about significant changes by emailing the account owner or by placing a prominent notice on our site. You can access, change or delete your personal information at any time by contacting [support@pract.us](mailto:support@pract.us).

Questions about this privacy policy? Please get in touch at [support@pract.us](mailto:support@pract.us) and we'll be happy to answer them!