

Certica Solutions, Inc. (“we”, “us” or “our”) respects the privacy of our users (“user” or “you”) and the organizations that use our TestWiz service (the “Service”) and we acknowledge that you and your organization trust us with your information. This Privacy Policy is meant to help you understand what information we collect, why we collect it, and what we do with it.

Information We Collect

Information provided by you

The Service requires registration. Registration may occur online or through an ordering process whereby an authorized individual from your organization agrees to certain terms of use relating to the Service. During the registration process, we collect certain information about you and your organization.

Information about you

The information we collect about you may include personal information and contact details such as: name, title or position within the organization, email address and phone number as well as identify credentials such as a user name and password.

Information about your organization

The information we may collect about your organization includes data such as: organization name, (e.g. school or school district name), organization type, website and certain contact information such as email, phone number and address. Once an organization begins using the Service, we may collect other information provided by the organization through the organization's use of the Service and we will keep records of your activities related to the use of the Service.

Information about your organization’s students

Though your use of the Services we may collect about your organization’s students that is provided by you or your students if your student is a user of the Service. Such student information may include personal information including test scores. Your organization determines and controls what student information is collected by us. We recognize the sensitive nature of personal information concerning students including those students under the age of 13. Such personal information relating to students is protected under the Family Educational Rights and Privacy Act, including the Protection of Pupil Rights Amendment ("FERPA") and the Children's Online Privacy Protection Act ("COPPA"). Our privacy practices comply with both FERPA and COPPA.

Technical Information collected online by automated means

When using the Service, your browser automatically sends us your Internet protocol ("IP") address so that the web pages you request can be sent to your computer or device. The Service also use cookies to authenticate a user and keep track of the user’s session when interacting with the Service. All cookies expire after a period of idle use. We do not use cookies to collect any personally identifiable information about you and we do not permit third party advertising networks to collect information about you or your use of the Service.

Our email correspondence with you may utilize third-party email services which may collect information regarding whether you open and respond to emails or click the links contained in emails.

Use of Information

We use the information we collect from you to provide, maintain, secure and improve the Service and to communicate with you and your organization.

When you contact us, we keep an electronic record of your communication to help solve any issues you might be facing. We may use your email address to inform you about our Service and other products or services provided by us, such as letting you know about upcoming changes or improvements.

Disclosure & Sharing of Information

We do not disclose information provided by you about yourself or your organization, except as follows:

With your consent

We may share certain information with other users within your organization authorized by you for the purpose of performing the Services. In addition, we may share certain information with government entities, companies, organizations or individuals outside of our organization, but only when we have your consent to do so.

For external storage and processing

We may utilize trusted third parties and service providers to store, backup, process or perform other services in order for us to provide the Service to you. In such situations, use of such information is governed by a legal agreement, is based on our instructions and is in compliance with this Privacy Policy and other appropriate confidentiality and data security measures.

For legal reasons

We may share certain information with government entities, companies, organizations or individuals outside of our own if we have a good-faith belief that access, use, preservation or disclosure of such information is reasonably necessary to:

- Comply with any applicable law, regulation, legal process or enforceable governmental request,
- detect, prevent, or otherwise address fraud, security or technical issues, or
- when we believe disclosure is necessary or appropriate to protect against harm to the rights, property or safety of us, our users or the public as required or permitted by law.

In the event of a change of control

- In a reorganization or sale of our company or assets, we will not transfer any personal information, unless the new owner accepts the commitments made in this Privacy Policy and such transfer is made in compliance with applicable law.

Any student information that may be shared is done so in accordance with FERPA and COPPA. As part of providing the Service to users, we may share certain non-personal, non-confidential information provided by you about your organization such as organization name, website.

Security & Safeguards

The information we collect through the Service is controlled by us and this information is stored and processed in the United States. We take reasonable steps to ensure that information we collect is reliable for its intended use, accurate, complete and current. We work hard to protect ourselves and our

users from unauthorized access to or unauthorized alteration, disclosure or destruction of information we collect, maintain and manage. We employ physical, electronic, and managerial measures to safeguard such information. In particular:

- we utilize TLS for encryption of all data transmission to and from the Service,
- we maintain firewalls to manage all connections from the Internet to the Service,
- we review our information collection, storage and processing practices to guard against unauthorized access to our systems,
- we restrict access to information to our employees, contractors and agents who have a need to know that information in order to process it or use such information in the manner described in the Use of Information section of this Privacy Policy and such individuals are subject to strict contractual obligations regarding confidential information and have been trained in the handling of student data which is governed by FERPA and COPPA,
- you are responsible for keeping your username and password secret. Once you have registered with us, we will never ask you for your password. Please create a unique and strong password for the Service and do not use it for any other web services or applications. Do not share your password with anyone else.

Transparency and Choice

At any time, you may change the information you provided to us by:

- Contacting us in writing using the information provided below in the Contacting Us section of this Privacy Policy

Following termination of your use of the Service, we may retain certain information for a commercially reasonable time for backup, archival, or audit purposes.

California Residents

California Civil Code Section 1798.83 permits users of our Service who are California residents to request and obtain from us a list of what personal information (if any) we disclosed to third parties for direct marketing purposes in the preceding calendar year as well as the names and addresses of those third parties. Requests may be made only once a year and are free of charge. If you are a California resident and would like to make such a request, please submit your request in writing using the information provided below in the Contacting Us section of this Privacy Policy.

When This Privacy Policy Applies

This Privacy Policy applies to the TestWiz Service offered by Certica Solutions, Inc., but excludes services that have separate privacy policies that do not incorporate this Privacy Policy.

This Privacy Policy does not apply to services offered by other companies or individuals, including products or sites that may be displayed to you during your use of the service or other sites linked from our services. This Privacy Policy also does not cover the information practices of other companies and organizations which may be displayed to you during your use of the Service.

Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent. We will post any privacy policy changes on this page and, if the changes are significant, we will provide a more prominent notice (including, for certain services, email notification of privacy policy changes). We conduct self-assessments to verify that this Privacy Policy is accurate, comprehensive, prominently displayed, completely implemented and accessible. We will also keep prior versions of this Privacy Policy in an archive for your review.

Contacting Us

If you have any questions about this Privacy Policy, please contact us at:

Certica Solutions, Inc.
Attn: Privacy Officer
301 Edgewater Place, Suite 110
Wakefield, MA 01880
855-766-9916
info@CerticaSolutions.com

Effective Date

This Privacy Policy is Effective January 1, 2019.