



Ease Learning Privacy Policy

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Welcome to the Ease Learning website which is owned and operated by eLearning Online Course Support LLC (d/b/a Ease Learning), (collectively, “eLearning,” “Ease Learning,” “we,” “us” or “our”). Ease Learning is committed to protecting the privacy of its clients and their users. This Privacy Policy describes how Ease Learning may collect, use, and share information gathered from your use of our Online Course Support End-User Helpdesk Service (the “Service”). The Service may be accessed through our website, www.onlinecoursesupport.com (the “Site”) or through other channels, including without limitation, telephone, chat room and email. This Privacy Policy applies to your use of the Service regardless of how you access it.

Please read this Privacy Policy carefully. By using the Service, you acknowledge that you have read, understood, and agree to be bound by the terms of this Privacy Policy and consent to Ease Learning’s collection, use and disclosure of personally identifiable information (“Personal Information”) and other information as set forth herein. **If you do not consent to the terms of this Privacy Policy, you should not access or use the Service in any way and should immediately exit the Site.**

COLLECTION OF INFORMATION

Personal Information: If you desire to access or use the Service, you may be required to submit certain Personal Information and other information to Ease Learning including your name, user name, password, email address, phone number, courses in which you are enrolled, and reason for contacting the helpdesk (“Helpdesk Issue”). We may also obtain information, including Personal Information, from the entity providing the online course to you (“Learning Institution”) and combine that with information that we collect. For example, we may have access to course grades and assignments if this information is required to resolve your Helpdesk Issue. Under no circumstances should you provide your social security number, driver’s license number, credit card or banking account information, or other sensitive Personal Information through the Site.

Use Data: By choosing to use the Site, you agree to provide Ease Learning with certain information that is automatically created, collected, and recorded by your use of the Site (“Use Data”). Use Data may include information such as whether you are a new or return user, your mobile device type, browser type, browser plug-ins, certain device settings, device network/carrier, approximate geographical location information, and current IP address. Ease Learning uses third-party website browser software tools (the “Tools”), such as “cookies,” web server logs, and analysis software (including Google Analytics) to gather Use Data. Cookies are small pieces of data that are stored on your hard drive. The Tools may be used by Ease Learning to, among other things, collect business and technical statistics, such as the number of new visitors to the Site and the date and time of visits. This statistics may be shared with the Learning Institution. Use Data is collected on an aggregate basis.

USE OF INFORMATION

The Personal Information we collect is used for various purposes in connection with our business, including, but not limited to, providing and managing the Service, providing customer service and support including status and resolution of Helpdesk Issues, responding to your inquiries and requests, providing you with information related to the Service or that we otherwise believe will be of interest to you, and notifying you about certain changes to the Service. We may also use the information that you provide to



catalog the number and types of issues reported in order to provide feedback to the Learning Institution to assist them in improving the student experience. This type of catalog data is aggregated and anonymized. By choosing to use the Service, you consent to Ease Learning's use of your Personal Information for the purposes set forth herein.

Ease Learning uses Use Data in order to monitor use of the Service, for the Site's technical administration, and to improve the Service. Ease Learning also uses Use Data to conduct tracking and analytics, for marketing purposes, and to help us understand how people use the Service and the Site.

If you are using the Service, we may send you emails in order to communicate the status of or resolve your Helpdesk Issue.

SHARING OF INFORMATION

Service Providers: We engage certain trusted third parties to perform functions and provide services to us, including, without limitation, hosting and maintenance, customer relations and support, database storage and management, data analysis, and legal, accounting, and marketing services. We may share your Personal Information or Use Data with these third parties, but only to the extent necessary to perform these functions and provide such services, and only pursuant to binding contractual obligations requiring third parties to maintain the privacy and security of your data.

Learning Institution: We may share, disclose, or transfer your Personal Information or Use Data with one of our related or affiliated companies or with your Learning Institution and its instructors, student services staff, support staff and other staff if such disclosure is required in order to provide the Service to you. Ease Learning may share or disclose your identity and the nature of your requests with your Learning Institution for reporting and tracking purposes. Your Learning Institution has direct access to this data as well.

Other Third Parties: We also may share, disclose, or transfer your Personal Information or Use Data with third parties as follows: (a) to government agencies, advisors and other third parties, where necessary and appropriate, in order to comply with applicable laws, the service of legal process, or if we reasonably believe that such action is necessary to (i) comply with the law requiring such disclosure, (ii) protect Ease Learning's rights or property, (iii) prevent a crime or protect national security or (iv) protect the personal safety of the users or the public; or (b) in connection with a financing or a sale, acquisition or merger of our business or our business assets.

We may also share with others non-personally identifiable information, or aggregated or anonymized information that does not directly identify you for marketing, advertising, or other uses.

THIRD PARTY SITES

The Site may contain links to external websites. Please note that this Privacy Policy does not apply to third-party websites to which the Site links. Ease Learning is not responsible for the practices or policies (including privacy policies) employed by the third-party websites linked to or from the Site nor the information or content contained therein. You should review the privacy practices and policies of such third parties prior to providing your Personal Information in connection with such websites.

SECURITY



Ease Learning uses reasonable care to protect the privacy and security of Personal Information and to ensure that our systems are secure and meet industry standards. Unfortunately, no Internet transmission is ever completely secure, and we cannot guarantee that unauthorized access, hacking, data loss or other breaches will never occur. **WE EXPRESSLY DISCLAIM ANY REPRESENTATION OR WARRANTY, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO ANY BREACHES OF SECURITY, DAMAGE TO YOUR DEVICE, OR ANY LOSS OR UNAUTHORIZED USE OF YOUR PERSONAL INFORMATION OR OTHER DATA.**

UNAUTHORIZED USE

Unauthorized attempts to utilize the Site for other than its intended purposes, or to defeat or circumvent the Site's security features, are strictly prohibited. We do not intend for the Site or the Service to be used by children under the age of 13, nor do we seek to collect information about children under the age of 13. **If you are under the age of 13, please do not provide us any information and promptly exit the Site.**

PRIVACY POLICY UPDATES

Ease Learning may amend, update or modify the terms of this Privacy Policy at any time, by posting an amended Privacy Policy on the Site. If you do not consent to the terms of this Privacy Policy, as amended, you should not access or use the Service in any way and should immediately exit the Site. By continuing to access or use the Service after those changes become effective, you agree to be bound by the revised Privacy Policy.

CONTACT US

If you have any questions, please contact us via email at: **info@easelearning.com**