1. Introduction
We, at OSP International LLC ("OSP", "we", "us", or "our") take data protection seriously. Your privacy is important to us. We adhere to legal and regulatory requirements around data privacy in jurisdictions where we operate. The use of OSP Internet pages, as well as its products and services, is not possible without the provision of some personal data. Therefore, if you wish to use certain services via our website, processing of your personal data could become necessary. We are strongly committed to protecting the privacy of your personal data. We encourage you to read this Privacy Notice carefully. Please contact us with any questions or concerns about our privacy practices.

2. Overview
On OSP websites, you can buy products, access our exam resources, and subscribe to our e-newsletters. This Notice outlines our practices to help you make decisions about the personal data you provide anywhere on our websites.

- We use secure hosting accounts and other security measures to protect our database and any data provided.
- Any email newsletter that you receive from us will contain the option to unsubscribe at the bottom of the email. You can unsubscribe at any time.
- When you order a product, the data you provide will only be transferred to third parties if it is necessary to complete and deliver the order. This data sharing is described in the dedicated section of this Notice.
- Non-identifying data may be used to improve the site or be shared with advertisers. For instance, data that is collected regarding traffic to the site or specific pages may be shared, but this will never include any identifying details.
- OSP also collects and records identifying and non-identifying data about website visitor behavior. This data is used to enhance user experience.

By means of this Privacy Notice, we want to explain what personal data we collect about you, how we process the data, and your rights as the owner of your data.

3. Definitions
The following are the definitions used in this Privacy Notice:
- Consent - your permission for us to process your personal data
- Data Controller - a person or an organization that determines the purposes for which personal data is processed
- Data Processor - a person or an organization which processes personal data on behalf of the Data Controller
4. Purposes for Processing Personal Data

We collect personal data to:

- Tell individuals about our products and services based on expressed interest
- Personalize content delivered through our websites
- Communicate marketing and events information
- Setup and administer user accounts
- Carry out polls and surveys
- Conduct internal research and development
- Comply with our legal obligations
- Meet internal audit requirements
- Maintain our own accounts and records
- Track and pay commission to affiliates

We collect data relating to the above purposes from the following sources:

- The Data Subject personally, e.g. from data typed into forms
- The Data Subject indirectly, e.g. data collected when you browse our site, such as a unique, identifying Internet Protocol (IP) address
- Google, LinkedIn, Facebook to advertise our products to you

The data we collect and process relating to the above purposes may include:

- Personal details, such as first name, last name, email address
- Goods and services provided
- Financial details
- Education details
- Employment details
- Business activities
- Web pages visited on our websites
- IP Address
- Training progress in our learning management system
- Exam results in the exam simulator

We process personal data about our:

- Customers
- Prospects

5. Sharing of Personal Data

To provide, secure, promote, support, and improve our products and services, we sometimes need to share your personal data with our trusted third parties. These third parties include
service providers, consultants, and independent contractors. They may access your information only to perform tasks on our behalf in compliance with our privacy policy. These trusted third parties may provide us with the following services:

- Backup
- Storage
- Analytics
- Surveying
- Web caching
- Customer support
- Firewall protection
- Collaboration tools
- Payment processing
- Marketing and advertising
- Administration of certification exams
- Customer relationship management
- Distribution of marketing materials and newsletters
- Development, maintenance, and support of our systems and tools

When we share your information with third parties, we require them to uphold the same data protection standards that we at OSP use.

OSP may decide to sell, buy, merge, or otherwise reorganize its business. If that occurs, you will be notified via email or a prominent notice on our website of any ownership change and any changes in the use of your personal data. These types of transactions may involve the disclosure of personal data to prospective or actual buyers. We seek appropriate protection for personal data in these types of transactions.

In addition to the situations described above, we may use and disclose visitor information in special instances when we have reason to believe disclosing this information is necessary to investigate, identify, contact, or bring legal action against someone who may be causing injury to or interfering with our rights or property or the rights or property of OSP, other website visitors, or anyone else. We may disclose visitor information when subpoenaed, for government investigations, and when we otherwise believe in good faith that the law requires it.

6. **Legal Basis for Processing**

The following list describes our legal basis for the processing of personal data:

- Processing is necessary for the performance of a contract to which the Data Subject is a party or to take steps at the request of the Data Subject prior to entering into a contract.
- Processing is necessary for the purposes of the legitimate interests pursued by OSP or by a third party.
- The Data Subject has given consent to the processing of his or her personal data.
7. **Children**

We do not market our products and services to individuals under the age of 18 (“Children”). If you are a parent or guardian, and you are aware that a child has provided us with personal data, please contact us so that we may provide you with the information and remove it from our system(s).

8. **Security of Processing**

As the Controller, OSP has implemented technical and organizational measures to ensure personal data processed remains secure. The measures include:

- Protecting the data against accidental loss
- Preventing unauthorized access, use, destruction, or disclosure
- Ensuring business continuity and disaster recovery
- Restricting access to personal information
- Conducting privacy impact assessments
- Training staff and contractors on data security
- Managing third party risks through use of contracts and security reviews

9. **Data Breach**

We take steps to properly secure your data. If we suspect a data breach, we will promptly engage a data forensics specialist. The specialist will determine if a breach occurred and what data, if any, has been compromised. In the event of a personal data security breach, the supervisory authority and/or you will be notified.

10. **Transfers**

The information you provide to us may be transferred to and stored in countries outside of the one where you reside or your economic area, such as the European Economic Area. The most common reason that we may transfer your data is that we have our website host in a different country or area from your location. Staff operating outside your country or region of residence may also process your personal information. Processing of your data in this way is likely to occur when we use a supplier. For example, the United States is home to our payment processing provider, and so all user data is transferred to the US for processing.

If we transfer or store your data outside your country or area in which you reside, we will take steps towards ensuring that your data is protected, both in transit as well as when it is stored and processed.
11. Data Retention, Statistics, and Cookies

The criteria used to determine the retention period of personal data is the respective statutory retention period within the local jurisdiction. After the expiration of that period, personal data shall be securely deleted if it is no longer necessary for the fulfillment of the contract, the initiation of a contract, or in relation to other legal proceedings.

To provide our services to you and gather statistical information regarding the use of our website to our advertisers, we may collect information about your computer. Such information will not identify you personally – it is statistical data about our visitors and their use of our site. This statistical data does not identify any personal details whatsoever.

We may gather information about your general Internet use by using a cookie file. Where used, these cookies are downloaded to your computer automatically. Cookies are stored on the hard drive of your computer. They help us improve our website and the service that we provide to you. All web browsers can decline cookies. You may configure your web browser to decline the cookies.

Please note that should you choose to decline cookies, you may be unable to access parts of our website. Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our website.

12. Your Data Rights

As a Data Subject, you have rights that you can ascertain at any time at no cost. You can request us to provide you with the data that we have collected about you. If you think the data is incorrect, you can request to have the data corrected or supplemented. You have the right to request the copy of your data in machine-readable format. You have the right to withdraw your consent. You have the right to be “forgotten”. This means that you can ask us to delete all personal data that we collected about you, unless the law prohibits us from doing so. You have the right to be notified of a data breach if that breach exposes your personal data. If such a data breach happens, we will notify authorities about that. If you think that processing of your personal data breaks the law, you have the right to lodge a complaint with a supervisory authority.

13. Your Contractual Obligation to Provide the Personal Data and the Possible Consequences of Failure to Provide Such Data

The provision of personal data is partly required by law (e.g. tax regulations) or can also result from contractual provisions (e.g. information on the contractual partner). To conclude a contract, for example when you buy a service or product from us, it may sometimes be necessary that you provide us with your personal data. If you do not provide us with your personal data, we may be unable to conclude the contract with you.
14. Use of Our Forum

When posting on our forum:

- You agree to follow the Project Management Institute (PMI)® Code of Ethics and Professional Conduct. We take copyright violations very seriously. Any copyrighted materials will be removed, and the posters account will be deactivated.
- You must use your real name (first and last) and your real email address. Your email address will not be displayed. Your email address is needed to verify your identity and to notify you about replies to your post.
- Posts must be appropriate to the topic of the forum / forum category.
- If you are posting a sample exam question, include information about where you found this sample question.
- Our forum is a business website. Please treat other users like you would treat your colleagues at work.
- If you are including links in your forum post, then disclose any affiliation to the links you include. Examples:
  - I work for company X and this link is to our own product.
  - I am an affiliate of this product and will earn a commission.
  - I bought this product myself and really liked it.

Forum posts that do not follow these guidelines will be deleted.

By submitting your post to our forum, you give OSP International LLC permission to republish your text (using proper author attribution) through articles, videos, other websites, blogs, newsletters, eBooks, print publications, Twitter, Xing, LinkedIn, Instagram, and Facebook. Our goal is to give each forum post as much visibility as possible because we feel that the information you post in our forum should be shared with everyone out there who is preparing for a PMI® exam. By providing your personal data in the forum, you understand that your post, including any personal data you choose to share publicly (e.g. your name, avatar image, phone number, email address, or other) is indexed by search engines, such as Google, and becomes publicly available to everybody even without us republishing it. If later, you want to remove your personal data from our forum, you can ask us to edit, anonymize or delete your post. Please note that public information taken from our forum by public and unaffiliated services (e.g. Google, or other search engines) may continue to display your previously submitted information, including private data, even though we updated such information in our forum.

15. Automatic Decision-Making and Profiling

We do not use automatic decision-making or profiling.
16. General

We may transfer our rights under this Privacy Notice where we reasonably believe your rights will not be affected.

If any court or competent authority finds that a provision of this Privacy Notice (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted. However, the validity and enforceability of the other provisions of the Privacy Notice will not be affected.

Unless otherwise agreed, no delay, act or omissions by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

17. Changes to This Notice

This Notice was last updated on May-1-2020. We may change this Notice by updating this page to reflect changes in the law or our privacy practices. However, we will not use your personal data in any new ways without your consent and we will inform you when material changes are made to this Notice.

18. How to Contact Us

We welcome any queries, comments or requests you may have regarding this Privacy Notice. Please do not hesitate to contact us at:

OSP International LLC
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Orange, CA, 92869, USA
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