



# Privacy Policy

Last Updated 05/24/18

PREPARE/ENRICH, LLC (“We” or “Us”), is committed to guarding the privacy of any information gathered and transmitted over one of our websites by an internet user which includes a Facilitator, group leader, instructor, student, a partner in a couple or a couple (collectively all are “you” or “your”). This Privacy Policy is intended to inform you of what information is collected, how it is used, and how it is kept secure. If you are a user of one of our websites your rights and obligations will be governed by the Terms and Conditions Agreement available for viewing at <https://www.prepare-enrich.com/privacy/terms.pdf>.

## Acceptance and Modification of Privacy Policy

By clicking on the “I Agree” check box when made available, you indicate acceptance of this Privacy Policy. If you do not want to agree to the Privacy Policy or our Terms and Conditions, you should not access or use our websites or the services provided on them. We reserve the right to modify this Privacy Policy at any time by posting the changes on this page and updating the date above. Notice of any material changes to this Privacy Policy will be provided on the website’s home page or by email notification. We recommend you visit the website to review any changes in our practices. Your continued use of any portion of our websites following posting of the updated Privacy Policy will constitute your acceptance of the changes.

## Information We Collect

We collect several types of information from and about users of our websites:

### Contact Us:

We collect information that you choose to provide to Us through the Contact Us feature on our websites. Your use of this feature is entirely voluntary, and the information you provide Us is up to you. If you request for Us to contact you, other than an email address, you are not required to provide any personal information and We encourage you not to include any information that We do not need or that you do not want Us to have.

### Online Store:

We collect information that is necessary in to fulfill your order request such as shipping address, credit card information and your email address to provide you with a confirmation notice.

### Online Assessments:

We collect information that you choose to provide to Us when you register for one of our web-based assessment programs (“Assessment (s)”). Your use of this feature is entirely voluntary, and the information you provide Us is up to you. However, if you do not provide any personal information, the Assessment may be incomplete, inaccurate or ineffective. If insufficient information is provided, We may not be able to provide you complete or any results for the Assessment you registered for.

If you choose to participate in an Assessment, We will need to obtain your email address and sometimes your first name. This information could be collected in one of two ways: 1) if couples create their own account, they will be asked to provide this information at the time of account creation, or 2) a trained Facilitator may provide this information to Us when registering a couple. In the later scenario, the Facilitator will provide an individual’s (1) first name/nickname which becomes the “Username” with which each individual is identified during the administration process and on the reports displaying their results; and (2) email address so the account information can be emailed directly to the couple for login purposes. (Facilitators also have the option of entering their own email addresses and forwarding login information by other means.)

Once a couple has registered for an Assessment online, they login and provide the information required for that Assessment which may include the following:

- Background Items, such as, gender, age, ethnic background, education, religious affiliation, and income. These background and demographic items are not required for the scoring of the Assessments, and are not printed in the results if unanswered.
- Assessment Items, which consists of your opinion regarding various aspects of your relationship (e.g. communication, conflict resolution, financial management, etc.), your personality and family background, sources of stress, and other dynamics related to the specific context of your relationship. These responses are recorded numerically and are stored in a secure password protected database and used to calculate Assessment results.
- Credit card information for online purchases.

### Facilitators/Group Leaders/Instructors:

We maintain contact information for trained Facilitators, group leaders and instructors for various purposes, including authenticating certification status, organizational communications, email correspondence, and the shipping of printed materials. Facilitators in the United States have the option of being listed on our online referral database. A listing status can be changed at any time by contacting our customer service, or going through the website. For Facilitators who choose to be listed on the referral database, they are agreeing to have, at a minimum, their name, Facilitator type, city, state, and phone number listed in the database. They can also list a denominational affiliation or language preference if so desired. This information is then made available to the general public. Users can search for Facilitators and contact them via the phone number listed.

## **Other Information We Collect**

We may collect information automatically as you navigate through our websites. Information collected automatically may include usage details, IP addresses and information collected through automated tracking technologies (described below). The technologies we use for this automatic data collection may include:

### Cookies (or browser cookies)

A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. Cookies are not required in order to use our site. If you do have cookies turned on in your browser, our site will only use them to store a randomly generated session ID. If you do not have cookies turned on in your browser, our site will automatically include a randomly generated session ID within the URL for each page that you access. In either case, the session ID allows your browser to maintain a continuous user session with our site and is used for no other purpose.

### Web Beacons

Pages of our websites may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags and single-pixel gifs) that permit Us, for example, to count users who have visited those pages, and for collecting other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).

This information is retained until you clear it, for example by deleting cookies using your web browser. You are not obligated to provide Us with any information. However, if you do not, you may be unable to use some parts of our websites or Assessments.

Some content or applications on our websites may be served by third-parties, including advertisers, ad networks and servers, content providers and application providers. These third parties may use similar technologies to collect information about you when you use our websites. The information they collect may be associated with your personal information or they may collect information about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third parties' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly.

When you use our websites from a mobile device, we may receive information about your location and your device, including a unique identifier for your device.

## How We Use, and Share, Your Information

We use the information that We collect about you or that you provide to Us, including any personal information, in the following ways:

- To present our websites and their contents to you, to improve and optimize our services, and to collect information about the popularity and performance of our websites.
- To assist you with the Assessments and other services we provide to you.
  - If you are working with a Facilitator, We will notify that individual when a couple has completed an Assessment. The Facilitator can then access their password protected account to download a report. The report contains only the first names or Username entered during the registration process; it does not contain the couple's email addresses.
  - If you are working with a group leader or instructor they will not have access to individual or couple information but they will get a group report with anonymized data for all the couples or students in their group.
- With regard to information you provide Us through the Contact Us page, We use this information for our everyday business purposes and to investigate and/or respond to your request and for any other purpose for which such information was provided.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and Us, including for billing and collection. If you do not provide this information, or if you provide incomplete or inaccurate information, We will not be able to provide you with our services.
  - If you provide Us credit card information, once a payment is processed We encrypt and save only the last 4 digits of credit card numbers allowing Us to track payment inquiries if needed.
- To provide you with information about products and services available through Us, our partner organizations and/or our parent (Thrivent Financial for Lutherans) and/or its affiliated companies, or other organizations that We think may be of interest to you.
- For our internal research and development purposes and help improve our Assessment. Any data is anonymized and does not contain personal identifying information.
- We may share information that We collect or you provide for education and research purposes. All responses are kept anonymous, and no personal identifying information is ever published.
- To collect, publish and redistribute data and insights, for both commercial and non-commercial purposes. All responses are kept anonymous, and no personal identifying information is ever published.

- To a buyer or other successor in the event of a merger, divestiture, restructuring, reorganization, dissolution, assignment, or other sale or transfer of some or all of our business or its assets, whether as a going concern or as part of a bankruptcy, liquidation or similar proceeding, in which such information held by Us about our websites and its users are among the assets transferred (or in advance of or in contemplation of such a transaction).
- We may provide user information to third-party service providers, vendors or partners, for purposes of, including without limitation, initiating direct marketing programs on our behalf, data tracking, maintenance or development of our system and websites, development of online products and services, customer service, new product development, research, or other contracted promotional opportunities provided to our users.
- For any purpose for which you have given Us consent.

We may disclose your personal information to comply with any court order, law or legal process, including to respond to any government or regulatory request, to enforce or apply our Terms and Conditions and other agreements, including for billing and collection purposes, or if We believe disclosure is necessary or appropriate to protect our rights, property, or safety or that of others. We may share information, in the aggregate, regarding your online browsing preferences to evaluate our products or allow third parties we work with to better serve our users.

Finally, We may share information that we collect or you provide as described in this Privacy Policy, to our parent organization and/or its affiliated companies, subsidiaries, and affiliates, to our contractors, partners, service providers, researchers, and other third parties we use for the purpose of these groups marketing and offering their products and services directly to you.

## **How can you Update the Personal Information you Provide Online**

You can review and change your personal information We store in our data base by using any account features We provide for that purpose, or if you do not have an account and you have concerns, questions, or requests relating to the collection of information (including your personal information) you may also contact Us at the address listed below. We will try and accommodate a request to change information, provided that such request is not prohibited by law, or fulfilling such request does not expose Us to any potential legal liability. Please keep in mind that it may not be possible for Us to specifically associate information collected with you, as much of the information collected by Us is anonymous in nature and may not allow the information to be associated with any particular person. Also, deletion of your information may result in deletion or removal of your account.

Individuals or as part of a couple, may contact our customer service directly via email or phone to correct, amend, or delete their personal information. Please see the “Contact Information” section below for this information.

Facilitators, group leaders and instructors can call our customer service or login online to verify and update their personal information. Please see “Contact Information” section below for this information.

## **How You Can Opt Out of Sharing Your Information**

By providing information to Us or using our websites, you are consenting to our use of your data as outlined in this Privacy Policy. You may opt-out of data sharing by contacting Us. Please see “Contact Information” below for this information.

## Transmission of Data to Other Countries

Your personal information is processed in the United States, where privacy laws may be less stringent than the laws in your country and where the government, courts, or law enforcement may be able to access your information. By submitting your personal information to Us you agree to the transfer, storage and processing of your information in the United States.

### Do you reside in the EU?

If you reside, permanently or temporarily, in the European Union, We may provide you with additional options concerning your information.

- **Changes to your Personal Information.** We rely upon you to update and correct your personal information. If you identify an error in your information you can make a request that We modify it by contacting Us using the information in the “Contact Information” section below.
- **Access to your Personal Information.** If required by law We will grant reasonable access to personal information that We hold about you. All requests must be directed to the address included in the “Contact Information” section below.
- **Revocation of Consent or Restricting Processing.** If you revoke your consent for the processing of personal information, or wish to restrict the ways in which We can use your information, then We may no longer be able to provide you certain services. In some cases We may limit or deny your request to revoke consent or restrict use if the law permits or requires Us to do so, or if our processing is not based on your consent. If you would like to revoke your consent or restrict our use of information such a request must be directed to the address included in the “Contact Information” section below.
- **Deletion of your Information.** Typically We retain your personal information for the period necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by a regulator. If required by law, and permitted by a regulator, We will grant a request that We delete your personal information. All such requests must be directed to the address included in the “Contact Information” section below.
- **Complaints.** Complaints can be sent to Us at the address included in the “Contact Information” section below. Some jurisdictions may also allow you to complain to a data protection authority as well.

## How We Respond to Do Not Track Signals

Your browser may include settings that allow you to send a signal to websites that indicate that you do not want to be tracked. Please consult the options and settings of your web browser for details. Currently, we respond to such signals in the following manner. We currently utilize Google Analytics to measure site traffic, regardless of “do not track” signals. We do not collect or share personally identifiable information about your online activities through web tracking mechanisms, therefore “Do Not Track” signals are not honored. Information collected or shared about your online activity does not identify you.

## **Children Under the Age of 18**

The websites are intended for use by adults 18 years of age and older. The websites are not intended for children under 18 years of age. We do not knowingly collect personal information from children under 18. If you are under 18, you may not register for any of our services, We do not recommend that you use this website or any of the features on the website, and you should not provide any information about yourself to Us, including your name, address, telephone number, email address or any screen name or user name you may use. If We learn we have collected or received personal information from a child under 16 without verification of parental consent, We will delete that information. If you believe we might have any information from or about a child under 18, please contact Us at the address listed below. Please be advised the restrictions stated above do not apply to information about children provided to Us by such child’s parent and/or guardian.

## **Security**

We have adopted physical, technical and administrative security measures to help protect against the loss, misuse and alteration of all information processed through our websites and services. These measures include the use of Secure Server technology during credit card transactions and administrative access to site data, as well as other proprietary security measures. While We are committed to exercising reasonable care in providing secure transmission of information between your computer and our servers, We cannot ensure or warrant the security of any information transmitted to Us over the Internet and We accept no liability for any unintentional disclosure. We store archival research data on couples who have completed an Assessment. This data is stored in an encrypted, password protected database.

## **Contact Information**

For inquiries, concerns, complaints or to opt-out of data sharing, you can contact customer service at:

PREPARE/ENRICH, LLC

Attn: Customer Service

2660 Arthur Street

Roseville, MN 55113

Phone: 651-635-0511

Web: [www.prepare-enrich.com](http://www.prepare-enrich.com), click "Contact Us"

Web: [www.couplecheckup.com](http://www.couplecheckup.com), click "Contact Us"

English: If you have difficulty understanding this document, please contact us.

Dutch: Neem contact met ons op als u problemen ondervindt bij het begrijpen van dit document.

French: Si vous avez des difficultés à comprendre ce document, veuillez nous contacter.

German: Wenn Sie Schwierigkeiten haben, dieses Dokument zu verstehen, kontaktieren Sie uns bitte.

Hungarian: Ha nehézséget okoz ennek a dokumentumnak a megértése, kérjük, lépjen velünk kapcsolatba.

Japanese: この文書を理解できない場合は、当社にご連絡ください。

Korean: 이 문서를 이해하는 데 어려움이 있으시면 에 문의하십시오.

Turkish: Bu belgeyi anlamakta güçlük çekiyorsanız, lütfen bizimle iletişime geçin.

Malaysian: Sekiranya anda mengalami kesulitan memahami dokumen ini, sila hubungi kami.

Spanish: Si tiene dificultades para entender este documento, contáctenos.

Portuguese: Se você tiver dificuldade em entender este documento, entre em contato conosco.

Romanian: Dacă aveți dificultăți în a înțelege acest document, vă rugăm să ne contactați.

Russian: Если вам трудно понять этот документ, свяжитесь с нами.

Simplified Chinese: 如果您理解本文件有困难, 请与我们联系。

Traditional Chinese: 如果您理解本文件有困難, 請與我們聯繫。