

Crest Consulting Group Privacy Policy

Introduction

This Privacy Policy (this "Policy") applies to the training and consulting services that we offer through our website located at www.crestcg.com and web-enabled emails sent as part of, in connection with, or relating to such software and information services (collectively, our "Services"). Maintaining your trust is important to us, and we strongly encourage you to read this Policy in full.

The purpose of this Policy is to describe how we collect, use, and share information about you. This Privacy Policy applies to how we and our partners collect, use, and share information about you with respect to the Services offered by us.

Collected Information:

We automatically gather information whenever you visit, log in, or otherwise interact with our Services, including when you receive emails delivered via our Services. We and our partners use the technologies described below and similar technologies that may not be expressly described (which we collectively call "Engagement Tools") to gather this information to enhance and operate our Services in a number of ways, such as to:

- Save user preferences and information;
- Preserve session settings and activity;
- Authenticate users;
- Enable support and security features;
- Tailor the delivery of informational messages; and
- Analyze the performance and use of our Services and its various features and content.

Even if you do not register with us or submit any information on our Services, our Engagement Tools will automatically receive information about, and the software running on, the computer, mobile phone, or tablet (each, a "Device") you use to interact with our Services.

Device Information: When you interact with our Services, we collect information about your Device such as the URL of services your Device is requesting and the referring web pages, your IP address, Device type, operating system, browser type, application identifier, and, under certain circumstances, the location information your Device sends to us.

Cookies & Similar Technologies: We and our partners collect information about you and your Devices through cookies, web beacons, and similar technologies. A "cookie" is a small data file sent from a website and stored on your Device to identify your Device in the future and allow for an enhanced personalized user experience based on your previous activity on the website. A "session cookie" disappears after you close your web browser, or may expire after a fixed period of time. A "persistent cookie" remains after you close your web browser and may be accessed every time you use our Services. We and our partners may use both session and persistent cookies on our Services. You should consult your web browser to modify your cookie settings. Please note that if you delete or choose not to accept cookies from us, you may not be able to use certain features of our Services.

How We Use Information

We do not sell your personal data. We may however use the information we collect for the following purposes:

- Operating our Services and developing new functionality and features;
- Responding to questions and communications, or obtaining your feedback about our Services;
- Preparing and delivering announcements about new services, features, functionality, terms of use, updates, or other aspects of our Services;
- Analyzing usage trends and patterns and measuring the effectiveness of the Services and its features;
- Safeguarding and protecting our Services, the information we collect, and the rights of us, our users or third parties, and in response to legal process;
- Any other purpose described in this Policy or your User Agreement; or
- When we otherwise have your permission.

How our Services Allow Users to Share Information:

One-on-One Communications:

Our Services can be used to facilitate one-on-one communications users and other persons.

Directories:

The Services include website and contact databases, one or more of which you may desire to book an appointment with.

Public Forums:

Our Services include public forums that allow users to communicate with groups of users or the general public. Information a user posts in one of our communities may be available to a wide range of individuals, and should be presumed public.

Surveys and Feedback:

From time to time you may receive survey requests through emails or displays within our Services that request feedback regarding your satisfaction with our Services or other topics.

Emails and Other Communications:

Our Services allow users to communicate with others through our website and messaging services, Service-branded emails, and other electronic communication channels. Additionally, we may communicate administrative, marketing and service-related announcements through email or other communications within our Services. These communications may be "real time" communications or communications triggered automatically upon the occurrence of certain events or dates – such as a repeated sign-in failure or an appointment notification. Please note that you may not be able to opt out of receiving certain messages from us.

Sharing of Information

We may share information you submit to us with third parties under the following circumstances:

- To protect our Services, the information we collect, and the rights of us, our users, and any third parties;
- To detect, prevent, investigate, or address fraud, illegal activity, or violations of our terms and agreements;
- In response to legal process, such as a search warrant, court order, or subpoena, or when we have a good faith belief that the law requires us to do so;
- With our current and future subsidiaries or corporate affiliates or actual or potential investors;
- In connection with a potential or actual sale, merger, transfer, exchange, reorganization or other disposition (whether of assets, stock, or otherwise) of all or a portion of the business conducted by our Services. If such a transaction occurs, the acquiring company's use of your information will remain subject to this Policy, as may be subsequently amended;
- Any other purposes described in this Policy or your User Agreement; or

- When we otherwise have your permission.

Security

To help prevent unauthorized access, maintain data accuracy, and protect against the inappropriate use of the information we collect, store, and transmit, we deploy a range of technical, physical and administrative safeguards. We shall apply reasonable and appropriate measures to safeguard the confidentiality, integrity, and availability of individually identifiable information residing on, and processed by, those elements of our Services. It is important to remember, however, that no system can guarantee 100% security at all times. Accordingly, we cannot guarantee the security of information stored on or transmitted to or from our Services.

Third Party Services

This Policy applies only to our Services. It does not apply to services offered by third parties, including websites and other online services that our Services may display links to or to content appearing within the Services. When you click on such links or content, you may be visiting websites or interactive services operated by third parties, who have their own information collection practices and may also collect information through the use of Engagement Tools. We do not have control over how any third party collects or uses information, so you should review their privacy policies to learn of their practices.

Changes to this Policy

We believe in continuous innovation, which, along with changes in our business, may require that we amend this Policy from time to time. We will post a revised Policy along with its effective date on this page. Because this Policy can change at any time, we encourage you to reread it periodically to see if there have been any changes, amendments, or updates. If you object to the changes or any terms within this Policy or the User Agreements, you should discontinue using our Services. Your continued use of our Services following the effective date means that you have consented to the Policy, as amended, changed, or updated.

Contact Us

- Call our Customer Service at 301-363-0640
- or visit Contact web portal at <https://www.crestcg.com/it-consultants-contact-us>