

Terms: eLuminate Purchase of Exams

a. Examinations

i. **Credential Exams.** Individuals who pass either or both the eLuminate FSM or LTC-FSM exam are credentialed for three (3) years from the examination date. You must have internet access and provide eLuminate with a current, valid, accepted method of payment to use the eLuminate service. We will bill the examination, inclusive of proctoring fee(s), to your Payment Method on the date of purchase. **NO REFUNDS.** PAYMENTS FOR EXAMINATIONS AND PROCTORING ARE NONREFUNDABLE AND THERE ARE NO REFUNDS OR CREDITS FOR UNUSED OR PARTIALLY USED EXAMINATIONS.

ii. **Bulk Examinations.** Bulk eLuminate examination codes are valid for six (6) months from purchase with one pre-authorized annual payment. You must have internet access and provide eLuminate with a current, valid, accepted method of payment to use the eLuminate service. We will bill the examination, inclusive of proctoring fees, to your Payment Method on the date of purchase. **NO REFUNDS.** PAYMENTS FOR BULK EXAMINATIONS ARE NONREFUNDABLE AND THERE ARE NO REFUNDS OR CREDITS FOR UNUSED OR PARTIALLY USED EXAMINATIONS.

b. Purchase of Individual examinations and Bulk Purchasing

iii. **Individual examinations and Bulk Purchasing.** eLuminate individual examination codes purchased in bulk are valid for six (6) months from purchase with one pre-authorized payment. You must have Internet access and provide eLuminate with a current, valid, accepted method of payment to use the eLuminate service. We will bill the examination fee(s) to your Payment Method on the date of purchase. After 180 days from the date of purchase your examination will expire, and you may renew your examination via our website at the then current rates.

iv. **No Refunds.** PAYMENTS ARE NONREFUNDABLE, AND THERE ARE NO REFUNDS OR CREDITS FOR UNUSED OR PARTIALLY USED EXAMINATIONS.

eLuminate Privacy Policy

Protecting your private information is our priority. This Privacy Policy applies to eLuminate, [learnupon.com/store](https://www.learnupon.com/store) and all use of the eLuminate website (collectively, the “eLuminate website”), and governs data collection and usage of the eLuminate website. Unless otherwise noted, all references to eLuminate or the eLuminate website include the proctoring, examination, digital badging and certificate services, including the e-commerce store and the eLuminate website. The eLuminate website is a certification website providing information about the provision of accredited examinations to the food service industry, including skilled nursing facilities, assisted living facilities, independent living facilities, and other healthcare facilities. By using the eLuminate website, you consent to the data practices described in this statement. If you do not agree with the terms of this Privacy Policy, please do not access the eLuminate website.

Collection of your Personal Information

In order to better provide you with products and services offered on eLuminate, eLuminate may collect personally identifiable information, such as your:

- First and Last Name
- Mailing Address
- E-mail Address
- Phone Number
- Employer
- Professional or employment-related information,
- Audio, electronic, visual, or similar information, inferences drawn about you, and other categories of personal information that relate to, describe or are reasonably capable of being associated with you.

We may collect additional information needed to create a requested account.

We collect billing and credit card information if you purchase eLuminate's products and services. This information is used to complete the purchase transaction. Upon completion of a transaction, eLuminate does not retain credit card numbers.

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on eLuminate. These may include: (a) registering for an account on eLuminate; (b) signing up for special offers from selected third parties; (c) sending us an email message; (d) submitting your credit card or other payment information when ordering and purchasing products and services on eLuminate, (e) for compliance purposes with various industry regulations, or (f) similar activity or functionality. Accordingly, we

will use your information to communicate with you concerning services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

Use of your Personal Information

eLuminate collects and uses your personal information to operate and deliver your requested services.

eLuminate may also use your personally identifiable information to inform you of other products or services available from eLuminate and its affiliates.

Sharing Information with Third Parties

eLuminate does not sell, rent or lease its customer lists to third parties.

eLuminate may, from time to time, contact you on behalf of external business partners about a particular offering that may interest you. In those cases, your personal information (e-mail, name, address, telephone number) will not be transferred to the third party. eLuminate may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to eLuminate, and they are required to maintain the confidentiality of your information.

eLuminate may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on eLuminate; (b) protect and defend the rights or property of eLuminate; and/or (c) act under exigent circumstances to protect the personal safety of users of eLuminate, or the public.

The eLuminate website contains links to other sites, including third-party sites. Once you click the links to access such third-party sites, your access will be governed by the policies of such third-party sites, including the policies or statements of privacy of such sites. eLuminate cannot make any assurances that this Privacy Policy and the terms and conditions set forth herein will be similar to the policies or statements of privacy of such sites.

Tracking User Behavior

eLuminate may keep track of the websites and pages our users visit within eLuminate to determine what eLuminate services are the most popular.

Automatically Collected Information

Information about your computer hardware and software, Internet or other electronic network activity, and geolocation data may be collected by eLuminate. This information can include your

IP address, browser type, domain names, access times, and referring website addresses. Information collected is used to (1) operate the eLuminate service, (2) maintain the quality of such service, and (3) provide general statistics regarding use of the eLuminate website.

Use of Cookies

The eLuminate website may use "cookies" to help you personalize your online experience. A cookie is a text file placed on your hard disk by a web page server. Cookies are not used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you and can only be read by a web server in the domain that issued you the cookie.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize eLuminate pages or register with the eLuminate website or services, a cookie helps eLuminate recall your information on subsequent visits. Adding a cookie simplifies recording your personal information, such as billing addresses, shipping addresses, etc. When you return to the eLuminate website, it can retrieve the information previously provided, allowing you to use customized eLuminate features.

You can accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the eLuminate services or websites you visit.

Links eLuminate contains links to other sites. Please be aware that we are not responsible for such other sites' content or privacy practices. We encourage our users to be aware when they leave eLuminate to read the privacy statements of any other site that a user may access, including any third-party site accessed from links on the eLuminate website.

Children Under Thirteen

eLuminate does not knowingly collect personally identifiable information from children under age thirteen. If you are under age thirteen, you must ask your parent or guardian for permission to use this website.

E-mail Communications

From time to time, eLuminate may contact you via email to provide announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

If you would like to stop receiving marketing or promotional communications via email from eLuminate, you may opt-out of such communications by Clicking on the "Unsubscribe" link.

External Data Storage Sites

We may store your data on servers provided by third-party hosting vendors with whom we have contracted.

Changes to this Statement

eLuminate LLC reserves the right to change this Privacy Policy. We will notify you about significant changes in how we treat personal information by sending a notice to the primary email address specified in your account, placing a prominent notice on our site, and/or updating any privacy information on this page. You are encouraged to review this Privacy Policy periodically to stay informed of updates. Continued use of the Site and Services available through this Site after modifications constitutes you: (a) acknowledging the modified Privacy Policy and; (b) agreeing to abide and be bound by its terms.

California Privacy Policy

1. YOUR CALIFORNIA PRIVACY RIGHTS.

This policy is a supplement to our general privacy policy (“Privacy Policy”) for those individuals covered by California laws. California residents are afforded certain additional rights with respect to their Personal Information under the California Consumer Privacy Act or “CCPA” (California Civil Code Section 1798.100 et. seq.) and the “Shine the Light” Law (California Civil Code section 1798.83). All defined terms in the Privacy Policy shall retain the same meaning as this page.

2. CALIFORNIA CONSUMER PRIVACY ACT.

California residents have the right to request (1) more information about the categories and specific pieces of personal information we have collected, sold, and disclosed for a business purpose in the last 12 months, (2) deletion of your personal information, and (3) that we stop selling your personal information. We will not discriminate against you if you exercise your rights under the CCPA.

3. COLLECTION AND USE, DISCLOSURE, AND SALE OF PERSONAL INFORMATION.

Generally, in the preceding 12 months, we have collected and used, may have disclosed, and may have sold the following categories of personal information: identifiers, characteristics of protected classifications under California or U.S. law, commercial information, Internet or other electronic network activity information, geolocation data, professional or employment-related information, audio, electronic, visual, or similar information, inferences drawn about you, and other categories of personal information that relate to, describe or are reasonably capable of being associated with you.

For a list of the specific data that we collect, may disclose and sell, the sources from which we collect this personal information, and personal information we use for the business and commercial purposes, please visit our general Privacy Policy.

4. CCPA OPT-OUT.

California Civil Code Section 1798.120 permits users who are California residents to opt out of the sale of their personal information to third-parties. Please be assured that this does not mean that we have received money in exchange for your personal information. Instead, there are instances where we have shared information about you, collected through cookies, to provide you with personalized services. In abundance of caution, if this sharing is considered or in the future determined to be a “sale” pursuant to California law, or if you would like to exercise any other California privacy rights, requests can be made by contacting us pursuant to the “Contact Information” section of our general Privacy Policy.

5. SHINE THE LIGHT LAW.

California Civil Code Section 1798.83 permits users who are California residents to request certain information regarding the disclosure of personal information to third-parties, including our information sharing practices, including the names and addresses of those businesses with whom we have shared your personal information, for direct marketing purposes. To make such a request, please contact us pursuant to the “Contact Information” section of our general Privacy Policy.

Contact Information

eLuminate welcomes your questions or comments regarding this Statement of Privacy. If you believe that eLuminate has not adhered to this Statement, please contact eLuminate at:

eLuminate LLC
3220 Tillman Drive
SUITE 300
BENSALEM, Pennsylvania 19020

Email Address:

support@eLuminatecertifications.com

Telephone number: (267) 880-4041

Effective as of July 6, 2022.