Training Tracker Overview

Training Tracker is a cloud application used by organizations of all sizes to deploy and operate applications throughout the world. Our platform allows organizations to focus on management and business strategy while Training Tracker focuses on training compliance and record management. Training Tracker applies security best practices and manages platform security so customers can focus on their business.

Security Assessments and Compliance

Physical Security

Training Tracker uses cloud providers such as Heroku and Amazon.

Heroku utilizes ISO 27001 and FISMA certified data centers managed by Amazon. Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS platform and infrastructure. AWS data centers are housed in nondescript facilities, and critical facilities have extensive setback and military grade perimeter control berms as well as other natural boundary protection. Physical access is strictly controlled both at the perimeter and at building ingress points by professional security staff utilizing video surveillance, state-of-the-art intrusion detection systems, and other electronic means. Authorized staff must pass two-factor authentication no fewer than three times to access data center floors. All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff.

Amazon only provides data center access and information to employees who have a legitimate business need for such privileges. When an employee no longer has a business need for these privileges, his or her access is immediately revoked, even if they continue to be an employee of Amazon or Amazon Web Services. All physical and electronic access to data centers by Amazon employees is logged and audited routinely.

For additional information see: https://aws.amazon.com/security

Data Security

Our application on the Heroku platform runs within its isolated environment and cannot interact with other applications or areas of the system. This restrictive operating environment is designed to prevent security and stability issues. These self-contained environments isolate processes, memory, and the file system using LXC while host-based firewalls restrict applications from establishing local network connections.

For additional technical information see: https://devcenter.heroku.com/articles/dyno-isolation

Customer Security Best Practices

Encrypt Data in Transit

Enable HTTPS for applications and SSL database connections to protect sensitive data transmitted to and from applications.

Authentication

To prevent unauthorized account access, use a strong passphrase for your Training Tracker user account and store passwords securely to prevent disclosure.

Privacy

Privacy of the Training Tracker website (the "Service") is of great importance to us.

Because we store important information used by our customers, we have established this Statement as a means to communicate our information gathering and dissemination practices. We reserve the right to change this Statement at any time. Customers may view the latest privacy statement at any time either by viewing it on our website or requesting that it be emailed.

Collected Information:

We require customers who register to use the Service offered on our Site (collectively, the "Service") to give us contact information, such as their name, company name, address, phone number, and e-mail address, billing information, such as billing name and address, credit card number, and the number of users within the organization that will be using the Service. At the time you express interest in attaining additional information, or when you register for the Service, we may also ask for additional personal information, such as title, department name, fax number, or additional company information, such as annual revenues, number of employees, or industry. Customers can opt out of providing this additional information by not entering it when asked. Customers can update or remove their personal information at any time by logging into the Website and editing their Personal Information within Setup. Customers can view their updated profile to confirm their edits have been made.

Training Tracker LLC uses the information that we collect to set up the Service for individuals and their organizations. We may also use the information to contact customers to further discuss customer interest in our company, the Service that we provide, and to send information regarding our company or partners, such as promotions and events. Customer email addresses and any personal customer information will not be distributed or shared with third parties. Customers can opt out of being contacted by us, or receiving such information from us, at any time by sending an email to

Hello@TrainingTrackerSoftware.com or by calling 843-571-2108.

Except as we explicitly state at the time we request information, or as provided for in the Subscription Agreement, we do not disclose to third parties the information provided. All financial and billing information that we collect through the Site is used solely to check the qualifications of prospective customers and to bill for the Service. This billing information is not used by Training Tracker LLC for marketing or promotional purposes.

Customers of the Service will be using the Site to host data and information ("Data"). Training Tracker LLC will not review, share, distribute, print, or reference any such Data except as provided in the Subscription Agreement, or as may be required by law. Individual data records may at times be viewed or accessed only for the purpose of resolving a problem, support issue, or suspected violation of the Subscription Agreement, or as may be required by law. Of course, customers are responsible for maintaining the confidentiality and security of their user registration (user ID) and password.

Training Tracker LLC may also collect certain information from visitors to and customers of the Site, such as Internet addresses. This information is logged to help diagnose technical problems, and to administer our Service in order to constantly improve the quality of the Service. We may also track and analyze non-identifying and aggregate usage and volume statistical information from our customers and provide such information to third parties.

Training Tracker LLC does, however, reserve the right to disclose the fact that you are a customer for sales and marketing purposes.

Cookies

When you interact with the Service we strive to make that experience easy and meaningful. When you come to our Web site, our Web server may send a cookie to your computer. Cookies are files that Web browsers place on a computer's hard drive and are used to tell us whether customers and visitors have visited the Site previously.

Standing alone, cookies do not identify you personally. They merely recognize your browser. Unless you choose to identify yourself to the Service, either by responding to a promotional offer, opening an account or registering for a demo, you remain anonymous to Training Tracker LLC. Cookies come in two flavors: session and persistent-based. Session cookies exist only during an online session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you've closed your browser or turned off your computer. They include such information as a unique identifier for your browser.

Training Tracker LLC uses session cookies containing encrypted information to allow the system to uniquely identify you while you are logged in. This information allows Training Tracker LLC to process your online transactions and requests. Session cookies help us make sure you are who you say you are after you've logged in and are required in order to use the Service application. We are especially careful about the security and confidentiality of the information stored in persistent cookies. For example, we do not store account numbers or passwords in persistent cookies. Users who disable their Web browsers' ability to accept cookies will be able to browse our Marketing Website but will not be able to successfully

use our Service.

Third Party Cookies: We may from time to time engage third parties to track and analyze non-personally identifiable usage and volume statistical information from visitors to our Service to help us administer our Service and improve its quality. Such third parties may use cookies to help track visitor behavior. Such cookies will not be used to associate individual visitors to any personally identifiable information. All data collected by such third parties on behalf of Training Tracker LLC is used only to provide us with information on Service usage and is not shared with any other third parties.

Opt-Out Policy:

If, at any time after registering for information or ordering the Service, you change your mind about receiving information from us or about sharing your information with third parties, send us a request specifying your new choice. Simply send your request to Hello@TrainingTrackerSoftware.com.

Correcting & Updating Your Information:

If customers need to update or change registration information they may do so by editing the user or organization record. To update a User Profile, log on to the Service and update the user account section. To update billing information please e-mail Hello@TrainingTrackerSoftware.com or call 843-571-2108. To discontinue the Service, email or call the number above. Training Tracker LLC will respond to your correction or update request within at most 30 days from the date of your request.

Additional Information

Questions regarding this Statement or the practices of this Service should be directed to Training Tracker LLC by e-mailing such questions to Hello@TrainingTrackerSoftware.com or by regular mail addressed to Training Tracker LLC, 309 W Washington Ave #612, Madison WI 53703.