

## **Western CPE Privacy Policy**

*As of November 25, 2011*

### **Transparency & Choice**

At Western CPE, we are acutely aware of the trust you place in us and our responsibility to protect your privacy. As a part of this responsibility, we let you know what information we collect when you use our products and services. We are committed to protecting your privacy and ensuring the security of your personal information. Our privacy policy outlines the information we collect, how we use it, and your communication choices.

### **Information We Collect**

We request information from you on our registration and order forms. In order to complete both your purchase and, where applicable, your certificate of completion, we require you to submit contact information (such as name, email, and shipping address), and financial information (such as credit card number, expiration date, and billing address).

### **How We Use Information We Have Collected**

At Western CPE, we want to give you the best possible service and fulfill your orders exactly as you've requested. In order to do this, we use collected information to:

- Process, ship, and track your order
- Provide you with the services requested
- Contact you about the status of your order
- Notify you when courses you have purchased have been updated
- Prepare and distribute your continuing professional education certificates

### **Information We Share with Others**

We contract with other companies to provide certain services, including credit card processing, shipping, and catalog distribution. We provide these companies with only the information they need to perform their services, and we work closely with them to ensure that your privacy is respected and protected. These companies are prohibited by contract from using this information for their own marketing purposes or from sharing this information with anyone other than Western CPE.

### **Your Communication Choices**

We let you choose the types of information you want to receive from us. In an effort to communicate only the information you are interested in, we have created a number of communication categories covering different topic areas.

### **Email Communication**

- Transparency – We provide detailed information about our email policies and practices.
- Choice – We offer innovative ways to view, manage, and opt out of any and all of our non-purchase-related email communication.
- Confidentiality – We don't collect or serve ads based on personally identifying information without your permission.

### **Purchase Communication**

When you provide us with your email address, we may send you emails necessary to process your order or respond to a request. For example, after you place an order at Western CPE, you will receive an email confirmation and, in some cases, additional emails containing specific information directly related to your purchase.

If you prefer not to receive catalogs or other communications from us, follow the opt-out directions located at the bottom of an email, contact us at [wcpe@westerncpe.com](mailto:wcpe@westerncpe.com), or mail your request to:

Western CPE  
243 Pegasus Drive  
Bozeman, MT 59718

For print mailings, please be sure to provide us with the exact name mailing address, and/or email address as it appears on the printed piece, so that we can be sure to identify you correctly. All mail removal requests may require up to a month to take effect.

### **Links to Other Sites**

Occasionally, we provide links on our website to other sites we think you will enjoy. These sites operate independently of Western CPE and have established their own privacy and security policies. For the best online experience, we strongly encourage you to review the policies of any site you visit.

### **Security**

It is our intent to protect against the loss, misuse, or alteration of information you have given us. We use a variety of current technologies and processes for protection of our customer data. We limit the information we provide to outside companies with whom we contract to only what they need to carry out their responsibilities.

When you make a purchase, take a test, or request a catalog from us, regardless of medium, your transactional information is transmitted in a safe, encrypted format.

### **Policy Updates**

Should our privacy and information practices change, we will post the changes on our website and notice customers individually. We encourage you to review our privacy policy periodically.