# PRIVACY POLICY

## WHAT INFORMATION DO WE COLLECT AND HOW IS IT USED?

Information You Voluntarily Submit to the Website: We may collect personal information from you such as your name or email address. For example, you may voluntarily submit information to the website by leaving a comment, subscribing to our Leadership Learning Moments, or submitting a contact form.

Automatically-Collected Information: We automatically collect certain information about you and the device with which you access the website. For example, when you use the website, we will log your IP address, operating system type, browser type, referring website, pages you viewed, and the dates/times when you accessed the website. We may also collect information about actions you take when using the website, such as links clicked.

Cookies: We may log information using cookies, which are small data files stored on your browser by the website. We may use both session cookies, which expire when you close your browser, and persistent cookies, which stay on your browser until deleted, to provide you with a more personalized experience on the website.

## HOW YOUR INFORMATION MAY BE USED

We may use the information collected in the following ways:

- To operate and maintain the website;
- To send you promotional information, such as newsletters. Each email promotion will provide information on how to opt-out of future mailings;
- To provide you with information about products and services that you request from us;
- To provide you with information about other products, events and service we
  offer that are either similar to those you have already purchased or inquired
  about or entirely new products, events and services;
- To send you administrative communications, such as administrative emails, confirmation emails, technical notices, updates on policies, or security alerts;
- To respond to your comments or inquiries;
- To provide you with user support;
- To track and measure interest in certain topics on the website;
- To protect, investigate and deter against unauthorized or illegal activity.

#### THIRD-PARTY USE OF PERSONAL INFORMATION

We may share your information with third parties when you explicitly authorize us to share your information.

Additionally, the website may use third-party service providers to service various aspects of the website. Each third-party service provider's use of your personal information is dictated by their respective privacy policies.

The website currently uses the following third-party service providers:

Google Analytics – this service tracks website usage and provides information such as referring websites and user actions on the website. Google Analytics may capture your IP address, but no other personal information is captured by Google Analytics. Please refer to Google's privacy policy for further information.

ConvertKit – this service is used for delivery of email updates and newsletters. We store your name and address for purposes of delivering such communications. Please refer to ConvertKit's privacy policy for further information.

Zoho – this is a user database management service used for storing contact information provided to us such as name, email address, postal address and telephone number, job title and place of employment. Please refer to Zoho's privacy policy for further information.

The list of third-party service providers may be amended from time to time in the website's sole discretion.

Except when required by law, we will not sell, distribute, or reveal your email addresses or other personal information without your consent; however, we may disclose or transfer personal information collected through the website to third parties who acquire all or a portion of our business.

#### PUBLICLY VISIBLE INFORMATION

If you leave a comment on the website, information you provide such as your name and website may be publicly visible. Your email address will never be available publicly.

## AFFILIATE PROGRAM PARTICIPATION

Bishop House Consulting, Inc. is a participant in the Amazon Services LLC Associates Program, an affiliate advertising program designed to provide a means for us to earn fees by linking to Amazon.com and affiliated sites.

#### COOKIES

The website uses cookies to store visitors' preferences, record user-specific information on what pages users access or visit, ensure that visitors are not repeatedly given the same pop-ups, customize website content based on visitors' browser type or other information that the visitor sends. Cookies may also be used by third-party services, such as Google Analytics, as described herein.

Users may, at any time, prevent the setting of cookies, by the website, by using a corresponding setting of your internet browser and may thus permanently deny the setting of cookies. Furthermore, already set cookies may be deleted at any time via an internet browser or other software programs. This is possible in all internet browsers. However, if users deactivate the setting of cookies in your internet browser, not all functions of our website may display properly.

## **NEWSLETTERS**

On the website, you may subscribe to our newsletter, which may be used for advertising purposes. All newsletters sent may contain tracking pixels. The pixel is embedded in emails and allows an analysis of the success of online marketing campaigns. Because of these tracking pixels, we may see if and when you open an email and which links within the email you click. Also, this allows the website to adapt the content of future newsletters to the interests of the user. This behavior will not be passed on to third parties.

## RIGHTS RELATED TO YOUR PERSONAL INFORMATION

Opt-out – you may opt-out of future email communications by following the unsubscribe links in our emails. You may also notify us at <a href="mailto:leadwell@bishophouse.com">leadwell@bishophouse.com</a> to be removed from our mailing list.

Access – you may access the personal information we have about you by submitting a request to <a href="leadwell@bishophouse.com">leadwell@bishophouse.com</a>.

Amend – you may contact us at <u>leadwell@bishophouse.com</u> to amend or update your personal information.

Forget – in certain situations, you may request that we erase or forget your personal data. To do so, please submit a request to <a href="mailto:leadwell@bishophouse.com">leadwell@bishophouse.com</a>.

Please note that we may need to retain certain information for recordkeeping purposes or to complete transactions, or when required by law.

# CONTACT INFORMATION

At any time, please contact us at  $\underline{\text{leadwell@bishophouse.com}}$  for questions related to this Privacy Policy.

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