

ARVATO PRIVACY POLICY

Last updated: July 24, 2015

This Privacy Policy describes your privacy rights regarding our collection, use, storage, sharing and protection of your personal information. It applies to the Certification Marketplace Program (the "**Program**") website [<https://www.certmarketplace.com>] and its related site, **MyCertProfile.com**. These websites are operated for and on behalf of Microsoft Corporation and its affiliates ("**Microsoft**") by Arvato Digital Services LLC ("**Arvato**" "**we**" "**us**" or "**our**"). This Privacy Policy does not apply to other online or offline Microsoft sites, products or services offered by Microsoft.

Scope and Consent

Each time you access the Program website or MyCertProfile.com, you are consenting to the information practices described in this Privacy Policy. You accept this Privacy Policy when you sign up for, access, or use our products, services, content, features, technologies or functions offered on any of our websites. We may amend this Privacy Policy at any time by posting a revised version on our websites. The revised version will be effective at the time we post it. Therefore, we encourage you to periodically review this Privacy Policy to stay informed about how we are helping to protect the personal information we collect.

Collection of Your Personal Information

The purposes for which your personal information may be collected, used, and disclosed (the "**Purposes**") are as identified in this privacy statement - in particular under the headings "Collection of Your Personal Information," "Use of Your Personal Information" and "Disclosure of Your Personal Information" - or as identified at the point the information is collected from you, except to the extent otherwise permitted or required by law.

The personal information collected on our websites may include your name, e-mail address, phone number, postal address, and payment information. Our websites may also collect certain information about your visit, such as the name of the Internet service provider and the Internet Protocol (IP) address through which you access the Internet; the date and time you access our websites; the pages that you access while at our websites; and the Internet address of the website from which you linked directly to our websites. This information is used only for the operation and improvement of our websites and for the implementation of the Program.

Use of Your Personal Information

Our primary purpose in collecting personal information is to provide you with a secure, smooth, efficient, and customized experience. We may use your personal information to:

- Operate our websites on behalf of and for the benefit of Microsoft;
- Highlight the background, skills, and certifications of Microsoft Certified Professionals;

- Provide the service(s) or carry out the transaction(s) you have requested or authorized;
- Troubleshoot your order and to provide you with more effective customer service;
- For such other purposes as may be required or permitted by law.

Arvato occasionally hires other companies to provide limited services on our behalf, such as website hosting, payment processing, and related operational services. We will only transfer to those companies the personal information they need to deliver the service. They are required to maintain the confidentiality of the information and are prohibited from using that information for any other purpose.

You acknowledge (a) that you are accessing websites that are based in the United States, (b) that you are providing personal information to a company in the United States, and (c) that we must adhere to laws of the United States. You agree that personal information collected on our websites may be stored and processed in the United States or any other country in which Arvato or its affiliates, subsidiaries, providers or agents maintain facilities, and while in such jurisdiction may be subject to access pursuant to the laws of such jurisdiction. Please note that these third parties may be in other countries where the laws on processing personal information may be less stringent than in your country.

For users of our websites who are located in the European Economic Area (“EEA”): When you give your personally identifiable information to Arvato through our websites, it may be used by Arvato and its affiliates for the purposes of, for example, providing you services and sending you correspondence, and additionally may be transferred to entities other than Arvato’s affiliates, which entities may be located in countries outside the EEA. Each of these countries has different privacy laws that afford varying levels of protection for your personally identifiable information, and such laws may not be as comprehensive as those that exist in the EEA. **By placing an order with Arvato, you consent to Arvato and its affiliates’ transmission to, and processing of your information in, any jurisdiction, in accordance with this Privacy Statement.** You can obtain details of the companies and countries to which your data has been transferred by contacting us at <https://www.microsoft.com/learning/en-us/help.aspx>.

Other Important Information

Arvato adheres to the U.S.-EU Safe Harbor Framework developed by the Department of Commerce in coordination with the European Commission. Arvato’s safe harbor privacy policy can be found at <http://www.arvato-na.com/en/safe-harbor.html>.

Notwithstanding the foregoing but nevertheless still subject to the Purposes stated above, (a) we may disclose and transfer such information to one or more third parties who acquire all or a substantial portion of our business, whether such acquisition is by way of merger, consolidation, purchase of all or a substantial portion of our assets or shares, or otherwise, and (b) in the event Arvato becomes the subject of an insolvency proceeding or its equivalent, whether voluntary or involuntary, Arvato or its trustee, administrator, receiver, administrative receiver or equivalent may sell, license or otherwise dispose of such information in connection with that proceeding.

Disclosure of Your Personal Information

Except as otherwise described in the Purposes, personal information you provide to us will only be used in connection with the Certification Marketplace Program, the Program website, and the Program's related site, MyCertProfile.com. Your personal information will not be disclosed outside of Arvato without your consent. As Arvato is collecting your information on behalf of Microsoft, the Purposes include Arvato sharing your information with Microsoft for its satisfaction of Program and website requirements.

Please be aware that this Privacy Policy and any choices you make on our websites will not necessarily apply to personal information you may have provided to Microsoft in the context of other products or services.

Please see Microsoft's Privacy Policy for information on how your personal information will be handled by Microsoft.

Access to Your Personal Information

If you have a Program account or you maintain a profile on our website, MyCertProfile.com, you can access and edit your personal information by going to the administrative settings in your account. Your ability to access your information will be subject to verification of your identity. Additionally, individuals who access our websites may also contact us at <https://www.microsoft.com/learning/en-us/help.aspx>.

Security of Your Personal Information

We endeavor to protect the security of your personal information. We use a variety of security technologies and procedures to try to protect your personal information from unauthorized access, use, or disclosure. For example, we store the personal information you provide on computer servers with limited access that are located in controlled facilities. Additionally, when we transmit sensitive personal information (such as a credit card number) over the Internet, we protect it through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

Cookies

We may use cookies on our websites to ensure the integrity of the registration process and to personalize these sites. A cookie is a small text file that is placed on your hard disk by a Web page server. Cookies cannot be 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 the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. For example, if you personalize a web page, or navigate within a site, a cookie helps the site to recall your specific information on subsequent visits. This simplifies the process of delivering relevant content, eases site navigation, and so on. When you return to the website, the information you previously provided can be retrieved, so you can easily use the site's features that you customized. You have the ability to 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 this or other websites you visit.

Do-Not-Track

Do Not Track (DNT) is an optional browser setting that allows you to express your preferences regarding tracking by advertisers and other third-parties. We do not currently respond to DNT signals. Therefore, please be advised that third party web analytics companies may collect personal information about your online activities over time and across our websites and other online properties.

Use of Web Beacons

Some of our web pages may contain electronic images known as Web beacons - sometimes called single-pixel gifs - that may be used to assist in delivering cookies on our sites and allow us to count users who have visited those pages and to deliver co-branded services. We may include Web beacons in promotional e-mail messages or our newsletters in order to determine whether messages have been opened and acted upon. We may also employ Web beacons from third parties in order to help us compile aggregated statistics and determine the effectiveness of our promotional campaigns. We prohibit Web beacons on our sites from being used by third parties to collect or access your personal information.

Contact Information

The file containing your personal information as collected via our websites will be made available to the authorized employees, contractors, or agents of Arvato who need to access the information in connection with the Purposes described in this Privacy Policy. The personal information will be held primarily in an electronic database. You have a right to access and rectify the information contained in the file held about you and in order to exercise this right, or if you have any questions, comments or concerns about this Privacy Statement, please contact us at <https://www.microsoft.com/learning/en-us/help.aspx> or via postal mail at the address provided below.

arvato digital services LLC
Certification Marketplace Program
29011 Commerce Center Drive Valencia, CA 91355
United States of America (USA)