

## PRIVACY POLICY

**You are encouraged to read this privacy policy to understand how your personally identifiable information (PII) is collected, used, and protected on this website. This privacy policy is posted on [suddesNET.com](https://suddesnet.com) and can be linked through Search using the word “privacy”. The Privacy Policy link includes the word 'Privacy.'**

### Updates

This policy may be updated from time to time, as administration or the website dictates, or as regulations and legal requirements change. If you are registered or subscribe with suddesNET you will be notified by email of any updates or changes to this privacy policy changes. At any time, you can update or change your personal information by logging into your account on suddesNET

### suddesNET

Who (or what) is suddesNET? This website is a portal offering professional communication support services and coaching in the English language. Stephen Suddes is the owner and administrator of this website.

This privacy policy applies to the following website

**Full URL:** <https://suddesnet.com>

### Contact details:

Name: Stephen Suddes  
Address: 9188 University Crescent, #806  
Burnaby, British Columbia, V5A 0A5 Canada  
Phone / Text: +1 778-389-5029  
Email: [admin@suddesnet.com](mailto:admin@suddesnet.com)

### Compliance Framework

PII is any information or data that can be used on its own, or in combination with other information, to contact or locate an individual, or to identify an individual in context. The individual behind suddesNET is based in Canada, however the website is hosted on servers located in the United States, and its reach is global. Therefore, every effort is made to comply with the range of laws, standards and best practices governing the collection, use and protection of personal information across multiple jurisdictions. They include, but are not necessarily limited to:

Personal Information Protection and Electronic Documents Act (PIPEDA)	Canada
CAN-SPAM	USA
California Online Privacy Protection Act (CalOPPA)	USA
General Data Protection Regulations (GDPR)	EU

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### Commitment to You

Personal information is collected only when absolutely necessary, and only for the express purpose of:

- Developing relevant, meaningful, and high-quality content on suddesNET.
- Responding to service and learning requests; and following up after correspondence (live chat, email, or phone inquiries)
- Administering special offers or discounts.
- Promoting awareness of new courses or services.
- Processing payment transactions in a secure and timely manner; issuing refunds where necessary.
- Seeking your feedback on services or products.

### My Promise:

- Respect your right to privacy
- Minimize unnecessary or unwanted electronic communications.
- Provide an unsubscribe link at the bottom of any marketing email.
- Identify advertisements and promotions in a clear, reasonable way.
- Include the physical address and contact information for my business.
- Monitor third-party email marketing services to ensure compliance.
- Honour “opt-out” or “unsubscribe” requests in a timely way.
- Not use false or misleading subject lines, email addresses or links

### What personal information is collected, and how is it used?

Personal information that may be collected in your use of this website may include your name, email address, personal account preferences (for suddesNET); also, transactional data such as purchases of services, record of your courses and technical data related to your performance in language quizzes. The later information is retained to track student progress, but only if the student registers or enrolls. Information is also collected during the purchase process as well as information relating to your course progression and quiz performance. Generally, Personal data is not just created by a user’s interaction with the website. Personal data is also generated from technical processes such as contact forms, comments, cookies, analytics, and third party embeds.

### Anonymous Visits

You may visit core sections of the website anonymously. For core sections of this website there is no requirement to register or enrol, and you are not required to divulge any personal information. However, this website uses “cookies” and may track your use only through a trusted third-party service. Depending on your browser you may disable cookies (see below for more information).

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### Cookies

This website uses “cookies.” These are small files that this website or its service provider can transfer to your computer's hard drive through your web browser. When enabled, cookies recognize your browser and remember certain types of information. For example, they can remember and process items in the shopping cart. Also, cookies are used to aggregate data about general website traffic and site interactions. This information is used to offer better site experiences and allows developers to craft better learning tools. Additional examples where cookies are used:

- If you have an account and you log in to this website, a temporary cookie is set to determine whether your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.
- When you log in to this website, cookies will be used to save your login information and your screen display choices. Normally, login cookies last for two days, and screen options cookies last for one year. If you select "Remember Me", your login settings will persist for two weeks. If you log out of your account, the login cookies are removed.
- If you post a comment on this website's blog you may opt-in to saving your name, email address and website in cookies. This provides the convenience of not having to fill in your personal details again when you leave another comment. These cookies last for one year.
- If you edit, publish an article, or upload a homework assignment then an additional cookie will be saved in your browser. This cookie includes no personal data and simply indicates the post ID of the article you just edited. It expires after one (1) day.

Depending on the browser used you can choose to have your computer warn you each time a cookie is received. Or you can disable cookies by adjusting your browser settings. Every browser is a different, so you should refer to your browser's settings to modify the way cookies are used. Disabling cookies will not prevent you from using the website.

### Requirement to Register or Enrol

While core pages of the website may be browsed anonymously, others require that you “register” or enrol by entering your name along with a valid email address. This enables limited access to free courses, exercises, and quizzes; it also allows the site to keep track of your quiz results. Collecting this information also helps to ensure site security and prevents bots (automated programs) from enrolling in courses and injecting malware detrimental to the smooth and safe operation of a website.

### Opt-in to Subscribe to Newsletter

You may be presented with an option to “subscribe” and receive periodic emails that include interesting articles on learning, links to blog posts, notice of course offerings, promotions, and other announcements. When subscribing, you will be asked for explicit consent and must “opt-in” to receive any electronic communication. You may withdraw this consent at any time by clicking on the “unsubscribe” link at the bottom of any email and following the on-screen instructions.

### Learning Services which Require Fee Payment

Certain sections of this website offer premium content where you are required to either pay a course/session fee or purchase a subscription. In this case, you will be asked to register using your full name, and email address. The processing of payments is done using secure third-party payment processors -- Stripe and PayPal -- using encrypted tokens to mask or hide your personal information. This website collects only that information required to process or support the payment,

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or to issue refunds where required. It does not process credit card transactions, nor does it store your credit card information.

### Sharing Your Information with Third parties

Personally Identifiable Information is shared only with trusted third parties to help administer the website and provide for the smooth administration of certain core services in a secure manner. Currently, these are as follows:

Host Server	Hostinger
List Management	Mailchimp
Payment	Stripe   PayPal
Processing	
Video Platform	Zoom
Analytics	Google
Learning Platform	LearnDash
Assessment	H5P
Session Scheduling	Acuity (Squarespace)
Anti-spam	Akismet, Cloudflare

Personal information is not sold, nor is it shared with any other outside parties. Also, products or services from third parties are not offered or sold on suddesNET, nor are links to any other third-party websites or social media accounts provided.

### Google AdSense

Some websites enable advertising by third parties usually through Google's AdSense, however, Google AdSense is not enabled on this website and there are no plans to do so. This helps to ensure a clean, uncluttered, commercial-free web experience on this website.

### Protecting Your Personal Information

For users that register or enroll on this website personal information they provide is stored in their user profile. Registration or enrolment is a two-stage process that requires validation of email address, and the process is not automated. Registered users have a unique password that allows access to their profile allowing them view, edit, or delete their personal information at any time (except they cannot change their username). The website administrator can also see and edit that information.

Visitor comments or posts may be checked through an automated spam detection service. When visitors leave comments on the site, we collect the data shown in the comments form, and the visitor's IP address and browser user agent string to help spam detection. After approval of your comment, your profile picture is visible to the public but only in the context of your post.

Third party behavioural tracking is not allowed on suddesNET and "Do Not Track" (DNT) instructions are honoured when a browser DNT mechanism is in place. This website does not allow for automated decision making to aggregate personal information into an advertising profile.

If you have an account on this site, have enrolled or registered, you can request to receive an exported file of the personal data about you, including any data you have provided to suddesNET. You can also request erasure of any personal data we retain on this website. This does not include data for administrative, legal, or security purposes such as parental consent for a minor to use the website.

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### **COPPA (Children Online Privacy Protection Act)**

When it comes to the collection of personal information from children under the age of 13 years old, the Children's Online Privacy Protection Act (COPPA) puts parents in control. The Federal Trade Commission, United States' consumer protection agency, enforces the COPPA Rule, which spells out what operators of websites and online services must do to protect children's privacy and safety online. We do not specifically market to children under the age of 13 years old. Children under the age of 18 are welcome to use suddesNET but must have the consent of a parent or legal guardian.

### **Fair Information Practices**

The Fair Information Practices Principles form the backbone of privacy law and have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles, and how they should be implemented, is critical to comply with the various privacy laws that protect personal information. In order to be in line with Fair Information Practices you will be notified by email within seven (7) business days should a data breach occur.

### **Consent and Opt-in**

When you register, enrol, or subscribe using this website you will receive a welcoming email, requiring that you to opt-in and give explicit consent for the collection and use of personal information. Should you withhold consent, then there may be some pages on the website which will not be accessible. Also, if you have previously registered or enrolled, you may "de-register" at any time by simply sending an email to [admin@suddesnet.com](mailto:admin@suddesnet.com) requesting de-registration and deletion of all personal information. Be aware, that this action may prohibit you from accessing certain sections of the website and may likely result in the loss of data such as test results or scores. Contact

### **Contact Information:**

If you have any questions regarding this privacy policy contact:

Stephen Suddes  
(suddesNET)  
9188 University Crescent, #806  
Burnaby, BC V5A0A5 Canada  
Email: [admin@suddesnet.com](mailto:admin@suddesnet.com)  
Call/Text: +1 778 389 5029