

Personal Training Academy Global (PTA Global)

Privacy Policy

Personal Training Academy Global (PTAG) takes your privacy seriously. Earning and maintaining your trust is important to us. We want you to understand what information we gather from you, how this information is used and protected, and what choices you have about how your information is used. This Privacy Policy and Agreement ("Privacy Policy") discloses the privacy practices of the PTAG website. By using this website, you agree, without limitation or qualification, to be bound by this Privacy Policy. This Privacy Policy applies only to information collected by PTAG.

Please know that any information you reveal in a website public forum (such as a message board or blog or similar electronic public venues) is not protected by this Privacy Policy. Such postings will be seen by website members and/or guests and third parties not related to our web property www.ptaglobal.com. What you write could be used by others in ways we are unable to control or predict, including to contact you for unauthorized purposes. The PTAG website may contain links to other sites. PTAG is not responsible for the privacy practices of such other sites. PTAG encourages you to read the privacy statements of each website that you visit. PTAG's privacy statement applies solely to information collected by PTAG through its website.

PTAG takes reasonable precautions to protect user information. When users submit sensitive information via the website, your information is protected both online and offline. We use industry standard practices to protect your information. The more sensitive information (like credit cards, personally identifiable information) is encrypted and is protected using third-party advanced technology.

The servers on which we store personally identifiable information are kept in a secure environment. Our servers use cookies to send information between your computer and the PTAG systems, which do not contain any personal data, other than your username. We will discuss cookies further on in this policy.

We at PTAG are committed to creating a safe and secure user experience. If you have any questions about our privacy & security policy, please email us at info@ptaglobal.com or call us at 1-877-647-0690 7:00 AM - 5:00 PM Pacific Time, Mon-Fri, excluding holidays.

PTAG collects information from its customers at several different points. It is the sole owner of the information collected on the site, and we will not use it in ways different from what is disclosed in this statement.

Personally Identifiable Information We Gather:

In order to obtain access to certain portions of the PTAG websites, we ask you to provide us with various pieces of information, some of which may enable us to distinguish you from other users. This registration information is personally identifiable information because it allows us to contact you and distinguish you from other users. Personally identifiable information may include your name, street address (including city, state and zip code), telephone number, and billing and credit card information. We may request personally identifiable information from you when you register or make a purchase on our website.

Retention and Updates:

To ensure we maintain adequate records for both your protection (liability) and meeting standards we are held accountable to, PTAG maintains your confidential information on secure servers indefinitely.

You can always contact us in order to (1) update or correct your personally identifiable information, or (2) change your preferences with respect to communications and other information you receive from us by sending an email to info@ptaglobal.com. Such updates, corrections, changes, and deletions will not have an effect on other information that we maintain, or information that we have provided to third parties in accordance with this Privacy Policy prior to such update, correction, change, or deletion.

You should be aware that it is not technologically possible to remove each and every record of the information you have provided to us from our system. The need to back-up our systems to protect information from inadvertent loss means that a copy of your personally identifiable information may exist in a non-erasable form that will be difficult or impossible for us to locate. We promise that promptly after receiving your request, all personally identifiable information, corrected, changed, or deleted, as appropriate, as soon as reasonably practicable.

Other Information:

In order to maintain and improve www.ptaglobal.com we also gather some statistical data when you visit this site. The exact information we collect may vary but can include the date and time of access to our sites, the Internet Protocol address of a computer requesting a page, the pages requested, computer and connection information such as browser type and operating system. We do not associate this statistical information with your personally identifiable information. Also, if you respond to a poll, we will aggregate your responses with those of www.ptaglobal.com members, but we do not associate your response with any personally identifiable information.

How We Use That Information:

As noted, we gather information for purposes of providing and improving www.ptaglobal.com for you. For example, we use the information to allocate system resources and communicate with you about updates and new features, among other things. We also aggregate information supplied by users during registration and information about their use of www.ptaglobal.com to maintain our services and describe our user base to potential partners, investors and advertisers. In providing this aggregated data about our community of users, however, we do not reveal any user's personally identifiable information.

We do not rent, sell, transfer or otherwise disclose your personally identifiable information to any third party, except in limited circumstances set forth here such as your health club and their CRM partners. www.ptaglobal.com may use your personally identifiable information to inform you of other products or services available and/or its affiliates may contact you via surveys to conduct research about your opinion of current products, services or potential new services that may be offered.

We may employ other companies to perform functions on our behalf, such taking exams or other functions necessary for us to provide services to you. We may need to share your personally identifiable information with these companies. However, we will provide them with only the information necessary to perform their functions, and will not allow them to use that information for any other purposes.

To enhance our service, we may offer users the opportunity to participate in partnerships we may have with other businesses. If you choose to participate in one of these partnerships, we may share with our partner the personally identifiable information it needs to offer its services to you. In such cases we'll post clear notices to identify the partner. If you're not comfortable with their privacy guidelines or for any other reason, you'll always have the choice not to use those features or services.

We may reveal your personally identifiable information as necessary, if we reasonably believe that you harming or interfering with other www.ptaglobal.com users, anyone else, or violating (either intentionally or unintentionally) our User Agreement, or infringing any of PTAG's rights, or trespassing on, damaging, or abusing any of www.ptaglobal.com property. www.ptaglobal.com will reveal information, including personally identifiable information, to the extent it believes it is required to do so by law. If we are asked by subpoena or other legal means to disclose any of your personally identifiable information we will, if permitted by law, attempt to notify you via any email address we have on file for you at least ten days before we respond to the request. PTAG may transfer any information, including any personally identifiable information, in connection with a sale of all or most of the assets of the company.

Account Creation & Order Fulfillment

In order to buy and use the PTAG programs, you must first create an account on www.ptaglobal.com. While creating an account, you are required to provide us with personally identifiable information. This information includes your first and last name, email address and mailing address. In addition, you are also required to choose a username and password for use throughout our website. This information is used to create a user account in the system, which enables you to buy and use the product online. We also request your daytime phone number, shipping address, and financial information (credit card type, number, expiration date and billing address). These details are used to complete your order and used for billing purposes only.

Cookie Usage

A cookie is a piece of data stored on your computer's hard drive that contains information about you and your computer. The cookies used on the www.ptaglobal.com websites do not contain any identification that would be useful to another individual or organization. We use cookies to look up your member information and route you directly to www.ptaglobal.com to see your personal data. While you use the site, the cookie stores your member ID so you don't have to log on more than once during a session thereby saving time while on our sites. Once you log out or close the browser the cookie is deleted from your computer.

If you have set your browser to warn you before accepting cookies, you will receive the warning message with each cookie. You may refuse cookies by turning them off in your browser; however, some of our sites may require a cookie for access.

Web Site Traffic Data

We use traffic data software on our servers to analyze trends and gather broad demographic information for aggregate use. This information is not linked to personal information, and does not reveal your identity.

Policy Changes

If we change this privacy policy in any substantial way, we will notify you at least thirty days in advance by posting a notice of the change prominently on our websites. Changes will not be applied retroactively to information obtained under a previous policy without your express consent.

Confidentiality and Records Retention for CPT Exam

PTA Global (PTAG) is governed by the federal laws of the United States and follows all laws and regulations regarding the storage, usage and destruction of confidential information.

Confidential information (non-public information including but not limited to addresses, phone numbers and financial account numbers, etc.) is protected by federal, state and local laws or regulations. To protect the privacy of our candidates and certified professionals, PTAG's database of personal information is accessible only by authorized staff and authorized contractors operating under a privacy and nondisclosure agreement.

The following individual data is collected and maintained in a secure database indefinitely.

- First and last name
- Email address
- Mailing address
- Phone Number
- Club details if employed by a sponsoring club
- Account username and password
- PTA Global Identification Number (PTAG ID#)
- Credit card data (for installment plans only)
- Purchase history
- Number of exam attempts
- Exam score/s
- Continuing education courses (CEC's) logged into profile
- Copies of CEC certificates of completion and CPR/AED certificates of completion
- Recertification notes and certificates

Exam scores are considered confidential information and will not be disclosed without the written consent of the person in question (using [CPT Consent for Information Release](#)), unless PTAG is required to do so by law or court order. Unless required by law to be provided to a regulating agency, score results are provided only to the candidate, and where applicable, to the candidate's sponsoring club. Test scores are not provided over the phone. Test scores remain in the PTA Global database indefinitely and may be required to provide evidence of validity and reliability of the exam.

Information that is not considered confidential and may be shared with schools, employers, inquiring clients of certified professionals, regulatory or licensure body, and other concerned third-parties includes general exam results (whether a candidate passed an exam), certification status, certification or PTAG ID number, and the current status of

a previously-certified individual. This information can also be accessed from the ptaglobal.com website with a search function. Only the candidate name, PTAG ID#, type of certificate, date completed and expiration date, if any, is provided.

The following data is also maintained by PTAG in aggregate, indefinitely, to ensure compliance with the NCCA record-keeping requirements and best practices of record keeping.

- Names of individual applicants becoming candidates
- Exam scores for all exam attempts
- Names of currently certified professionals
- Names of previously certified professionals

Information in the PTAG database, such as pass rates, number of certified professionals, score trends, etc., may be used in the aggregate (summarized across a group of individuals) for the purpose of research reports, marketing, partner relations and other published data. Additionally, schools, employers or PTAG partners may be provided aggregated data (e.g., summarized across all students of an institution, all employees of an employer, or other grouping, provided that there are enough included individuals to assure that data pertaining to any one individual cannot be deduced) reflecting the Pass/Fail percentage, recertification rates and other data points collected by PTAG.

Questions about this Policy

If you have any questions about this privacy policy or other privacy questions about us, please email us at: info@ptaglobal.com or write to us at: PTAG Inc., 32107 Lindero Canyon Road, Suite 233, Westlake Village, CA 91361

Acknowledgement

By creating a www.ptaglobal.com account, I hereby accept this Privacy Policy. In doing so, I consent and agree that PTAG may use my program data for general research and validation studies.