



## **Privacy & Security Policy**

This Website and Hosted Application are the responsibility and property of Lean Enterprise Software Solutions, LLC. dba: Insight Lean Solutions. Insight Lean Solutions can be contacted by mail at 3712 Emilie Lane, Auburn, IN 46706 or by phone at (260) 918-3161, or by e-mail through our web-based contact form at [www.lpaadmin.com/contact.aspx](http://www.lpaadmin.com/contact.aspx). The following policies apply to LPA Admin, LPA Admin subscribers and, as appropriate, to Insight Lean Solutions.

### **1. Collection of Personal Information from Site Visitors**

Insight Lean Solutions automatically collects and/or tracks (1) the home server domain names, e-mail addresses, type of client computer, type of Web browser of visitors to Insight Lean Solutions' Website and users of Insight Lean Solutions software, (2) the e-mail addresses of visitors that communicate with Insight Lean Solutions via e-mail, post messages to Insight Lean Solutions' bulletin boards, or post messages to Insight Lean Solutions' chat groups, (3) information knowingly provided by visitors in online forms, registration forms, surveys, and contest entries, and (4) user-specific information on what pages visitors access.

Insight Lean Solutions also collects information you voluntarily agree to provide us through the form provided on the Website. Information collected includes limited personal and company data, such as your name, title, company name, address, telephone number, facsimile number and e-mail address.

Insight Lean Solutions utilizes Internet cookies only as necessary to automatically maintain web site session data. Internet cookies are stored on the visitor's hard drive and are not stored in any form by Insight Leans Solutions. No attempt is made by Insight Lean solutions to reconcile or store your submitted personal data inside cookie files.

Insight Lean Solutions does not access or utilize company or personal data entered into LPA Admin subscriber accounts except as specifically requested by the subscribers on a case by case basis for troubleshooting.

### **2. Use of Personal Data Collected**

Personal data collected by Insight Lean Solutions will be used by Insight Lean Solutions for editorial and feedback purposes, for marketing and promotional purposes, for statistical analysis of users' behavior, for product development, for content improvement, and to customize content and layout of Insight Lean Solutions' site. Data may be aggregated for internal review and then discarded. Names, postal and e-mail addresses, and phone numbers collected may be added to Insight Lean Solutions' databases and used for future calls and mailings regarding site updates, new products and services or upcoming events.



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### **3. Disclosure of Personal Data to Third Parties**

Third parties provide certain services on Insight Leans Solutions' behalf. Insight Lean Solutions may provide information, including personal and company data to third-part service providers to help us deliver programs, products, information, and services. Service providers are also an important means by which Insight Lean Solutions' maintains its Website and mailing lists. Insight Lean Solutions will take reasonable steps to ensure that these third-party service providers are obligated to protect personal and company data on Insight Leans Solutions' behalf.

Insight Lean Solutions does not intend to transfer personal or company data without your consent to third parties who are not bound to act on Insight Lean Solutions' behalf unless such transfer is legally required. Similarly, it is against Insight Lean Solutions' policy to sell personal or company data collected online without consent.

### **4. Security**

Wherever personal and/or company data may be held by Insight Lean Solutions or on its behalf, we take reasonable and appropriate steps to protect the data that you share with us from unauthorized access or disclosure. Communication between browser clients and LPA Admin is secured using 256 bit SSL encryption. In addition, LPA Admin requires individual user logins consisting of a facility name, unique user id and a password. Strong passwords are required and must be between 6 and 20 characters, include upper and lower-case letters and at least one number. Lost passwords cannot be recovered and must be reset by a facility's designated administrator. In addition to these security measures, LPA Admin includes a number of options such as password expiration and password reuse policies which can be customized based on individual customer needs.

### **5. Children's Privacy**

Insight Lean Solutions products and services are not intended for or marketed to persons under the age of 18. Accordingly, we do not intend to collect personal information from anyone we know to be under 13 years of age.

### **6. Access to and Ability to Correct Personal Data**

Upon request via posted mail, e-mail, or phone, Insight Lean Solutions will provide to visitors a summary of any personal information retained by Insight Lean Solutions regarding the visitor. Visitors may modify, correct, change, or update their personal record or cause their personal record to be removed from Insight Lean Solutions' database. Insight Lean Solutions will only send personal records to the e-mail address on file for the visitor name associated with it.



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### **7. Insight Lean Solutions' Right to Contact Subscribers**

Insight Lean Solutions reserves the right to contact site visitors regarding the privacy policy, or any other policies or agreements relevant to site visitors. In addition, Insight Lean Solutions reserves the right to contact subscribers about LPA Admin changes, features, functionality or other Layered Process Audit topics directly or indirectly related to LPA Admin. Insight Lean Solutions also reserves the right to contact customers and subscribers about other services, software, subscriptions or offerings which Insight Lean Solutions believes may be of value to our subscribers and other customers.

### **8. Insight Lean Solutions' Right to Change Privacy Policy**

Insight Lean Solutions reserves the right to change this policy at any time. Subscribers, customers and site visitors are responsible for periodically checking for policy updates. Should the terms of this Privacy Policy change, we intend to take every reasonable step to ensure that these changes are brought to your attention by posting all changes prominently on our web site for a reasonable period of time. Use of Insight Lean Solutions software, website and/or services implies agreement to the terms of the Privacy Policy current at the time of usage.