

NOTICE: Effective November 2, 2016, this Privacy Policy replaces and supersedes NCTI's Privacy Policy dated June 22, 2016. You are advised to read the new Privacy Policy carefully, as some terms have changed.



PRIVACY POLICY

Effective Date of This Privacy Policy

This Privacy Policy for NCTI is effective as of November 2, 2016. This Privacy Policy replaces the Privacy Policy previously posted and dated June 22, 2016. To fully understand your rights related to privacy issues, we encourage you to read this Privacy Policy in full.

This Privacy Policy explains how Jones/NCTI, Inc. (“NCTI,” “we,” “us,” and “our”) uses your information and applies to all who (i) access, download, view, or use an NCTI website, including but not limited to: all content and pages located within the ncti.com web domain (our “Site”); (ii) submit an NCTI application to enroll in an NCTI course (“Enrollment Application”); (iii) access or use the NCTI Reference Library; and/or (iv) participate in our courses (collectively, “Services”).

Personal Information We Collect

Subject to the terms of this Privacy Policy, and depending on the type of your use of the Services, NCTI may collect, use, retain and/or release the following information (collectively “Personal Information”): your name; birth date; address(es); telephone number(s); and email address(es), and any other information provided to NCTI on an Enrollment Application or other source associated with the Services; your assigned User ID (defined below); information associated with your participation in our courses, such as course progress, lesson exam results, final exam scores, assessment results (testing without taking the course), prior courses you have taken and results, number of attempts initiated for any course final exam or assessment, and certificates of completion; and information associated with your communications with NCTI Customer Care, including name, browser, operating system, host address and IP, and your location (country and city).

Your Consent to This Privacy Policy

By using the Services, you agree to the terms of this Privacy Policy. If you do not agree with the practices described in this Privacy Policy, please do not provide us with your Personal Information or use our Services. If you are a child under the age of 13, you are not authorized to use our Services and you are prohibited from providing us with any Personal Information.

Privacy Policy is Part of Our Terms of Use

This Privacy Policy is referenced in and an integral part of the End User License Agreement applicable to our Services and the Terms of Use governing our Services.

This Privacy Policy May Change

We reserve the right to update or modify this Privacy Policy at any time and without prior notice by posting the revised version of this Privacy Policy on our Site. Your continuing use following any such change constitutes your agreement that all Personal Information collected from or about you through your ongoing use of our Services after the revised Privacy Policy is posted will be subject to the terms of the revised Privacy Policy. Unless the change is a minor change (such as a change in our contact information) or a non-substantive change (such as the reformatting of our Privacy Policy), we will provide a notice at the top of this Privacy Policy for at least 30 days after the new effective date to indicate the change in policy.

How We Collect Personal Information?

Information You Provide. We collect Personal Information through your, your employer’s, or your agent’s use of our Services or when you request information, create an account, register for a course, submit coursework, or contact us with questions or comments, or when you provide, or a designated person on your behalf, such as your employer’s Training Coordinator, provides us with an Enrollment Application.

Information Sent to Us by Your Web Browser. We collect and use information that is sent to us automatically by your web browser about your use of the Services. Additionally, we use “cookies” to track and store certain

information about your use of the Services and to enhance your experience and ability to use the Services. Cookies cannot be used to install computer programs or deliver viruses to your computer. Cookies by themselves cannot be used to reveal the identity of any user. Some of the third party resources that may be available via the Services may use cookies with their websites or track other information accessible by them based upon how you access their sites. We have no access to, or control over, the third party sites' cookies or other uses of your information they may gather by your access.

In addition, we may review our server logs for security purposes, such as detecting intrusions into our network. If we suspect criminal activity, we might share our server logs – which contain visitors' IP addresses – with the appropriate investigative authorities who could use that information to trace and identify individuals.

We may use other now known or later developed technologies to assist us in observing the behavior of users visiting our Site or using our Services. These technologies may access individual user information and that information will be used in accordance with this Privacy Policy.

If you set your browser to reject cookies, your access to our Services and ability to view our Site may not be fully functional and you will not be able to enroll in or take our courses.

How Do We Use Your Personal Information?

NCTI uses the Personal Information collected through the use of our Services to provide the information, services, and products you request. For example, if you submit a request for information, we may use your contact information to contact you with information about our courses. Also, we may study the information we collect through use of our Services for internal business purposes, to improve our products and services and the usability of our Site, and/or for historical, statistical, or analytical purposes. We may add your Personal Information to our mailing and/or emailing lists and, from time to time, we may send you information about products and services offered by NCTI or our affiliates. We also may send you survey invitations.

If you have been provided a User ID to access one of our Services, we may use your Personal Information to display personalized content and advertising when you log in. For example, the first time an Enrollment Application is provided to us by you or on your behalf, you will be given a user name ("User ID") and password. Each time you log in using your User ID and password our server will recognize you. The information you provide during each visit will be stored in your account.

With Whom Do We Share Your Personal Information?

We may share your Personal Information in a variety of ways with one or more third parties (collectively "Receiving Parties"):

- With companies or third parties that perform services for us. We may share the Personal Information we collect with trusted companies who work with or on behalf of us in providing support services (such as data storage and web hosting services) or that help us market our products and services (such as third-party email marketing companies, credit granting colleges or universities, test delivery and proctoring services).
- With your employer if your employer is providing our courses to you. We provide access to and may provide periodic reports which include relevant portions of your Personal Information to a designated representative of your employer ("Training Coordinator"). If you do not enroll through an employer, that Personal Information will be made available to the NCTI-approved Training Coordinator you identified on your Enrollment Application.
- With a prospective employer. A prospective employer or contracting agency may ask NCTI for information included within your Personal Information, such as your course history and results, and this information is routinely provided.
- With new employers. If you change employers and if your new employer supports the use of NCTI courses, then your Personal Information will be transferred to designated representatives of your new employer upon request by you or your new employer.

- With companies that utilize NCTI's courses and associated qualification programs. If you participate (or have participated) in certain NCTI qualification programs (e.g., NCTI's Installer Qualification (IQ) Program), we may share your Personal Information to designated representatives of the following parties: (a) your current employer/contracting agency, (b) any new employer/contracting agency you may work for that participates in the NCTI qualification program; (c) prospective future employers/contracting agencies, upon your or their request, and (d) various cable television multiple system operators (MSOs) that are participating in the NCTI qualification programs, upon your or their request, or the request of your contracting agency.
- With our affiliates or colleges with whom we have a referral relationship. We may provide your Personal Information to our affiliates or colleges with whom we have a referral relationship so that they may contact you to explore continuing your education or to provide you with information about their products or services.

Receiving Parties may have adopted and posted privacy policies. However, their use of Personal Information obtained through NCTI is governed by their privacy policies, if any, and we have no access to, or control over, the Receiving Parties' use of your information.

There are other limited circumstances in which we may share Personal Information with unrelated third parties. For example, we may disclose Personal Information when we, in good faith, believe disclosure is appropriate to comply with the law or a regulatory requirement or to comply with a subpoena or court order; to prevent or investigate a possible crime, such as fraud or identity theft; to enforce a contract; or to protect the rights, property, or safety of NCTI, our users or others. We may also disclose Personal Information when we believe it is necessary to comply with the reporting requirements of accrediting bodies, or as needed to support auditing, compliance, and corporate governance functions.

Your Personal Information may be transferred to another company that has acquired the stock or assets of NCTI as the result of a sale, merger, reorganization, dissolution, or liquidation. If such a transfer occurs, the acquiring company's use of your Personal Information will be subject to this Privacy Policy.

How Can You Access and Correct Your Personal Information?

We strive to maintain the accuracy and integrity of the Personal Information in our databases. If you need to correct inaccuracies or update your Personal Information, please contact us by postal mail or email using the postal or email address provided below. We will respond to reasonable requests within the time limits established by applicable law or within a reasonable time if no time limit is established by applicable law. For your protection, we may ask you for additional information to verify your identity. In most cases, we will provide the access you request and correct or delete any inaccurate Personal Information you discover. In some cases, however, we may limit or deny your request if applicable law permits or requires us to do so. We generally do not charge for this service, however, we reserve the right to charge a fee as permitted by applicable law.

Jones/NCTI[®], Inc.
Attention: Customer Care
300 East Mineral Avenue, Suite 5
Littleton, Colorado 80122
Email address: CustomerCare@NCTI.com

How Long Do We Retain Your Personal Information?

We keep your Personal Information only as long as we need it for the purposes for which it was originally collected (or to which you have subsequently consented) or for other legitimate purposes (such as regulatory compliance), or as permitted or required by applicable law.

Your Choices

NCTI respects your right to make choices. If you do not want to have the information we collect used, shared, or disclosed in the manner described in this Privacy Policy, we respect your choice **not** to use our Services. If you elect to use our Services and later decide you do not want to continue to do so, then the information you have already provided us will remain subject to this Privacy Policy (i.e., we can't undo the information we already have) but you can elect not to use our Services going forward.

User ID and Password

Certain areas of our Site may require the use of your User ID and password as an additional security measure that helps protect your information. NCTI does not guarantee the performance or adequacy of these measures. You are also responsible for taking reasonable steps to protect your Personal Information against unauthorized disclosure or misuse, for example, by protecting your User ID and/or password.

Username and Postings

Comments or other information posted by you to our blogs or other areas of our Site designed for public communications or comment may require establishing a user account and user name with a third party provider or make use of an already established account with third party websites that are unaffiliated with NCTI (i.e., Facebook, Twitter, Disqus, Google). Information You give to such third party websites is not covered by or subject to this Privacy Policy. Your Comments and associated personal information may be viewed and downloaded by others who visit the Site. For this reason, we encourage you to use discretion when deciding whether to post any information that can be used to identify you on those forums (or other public areas).

Transfers to Other Countries

NCTI is a U.S. corporation headquartered in Littleton, Colorado. Our Services are currently hosted on servers located within the United States, but the locations of our servers may change from time to time. The Personal Information collected through our Services may be stored on servers located within the United States or in another country.

Different countries have different privacy laws, some of which provide more protection than others. When NCTI transfers Personal Information collected from the country where it was provided to another country, we do so in compliance with applicable privacy laws. No matter where your Personal Information is collected or stored, if it was collected through our Services, it will be handled in accordance with the terms of this Privacy Policy. By your use of our Services from a country outside the United States, you are consenting to the use and storage of your Personal Information in the United States or in any other country in which NCTI data may be processed.

Links to Other Websites

Our Services may contain links to websites that are owned and operated by unrelated third parties. This Privacy Policy does not apply to Personal Information or other information collected on any other website operated by our service providers or third-parties. We are not responsible for the privacy practices of such sites. When you access other websites through a link on one of our Services, please take a few minutes to review the terms of use and privacy statement posted on each website you visit.

Google Analytics

To help facilitate the delivery of relevant content, NCTI may utilize “Google Analytics.” Google provides a complete privacy policy and instructions on opting out of Google Analytics here: <http://www.google.com/intl/en/analytics/privacyoverview.html>.

Children’s Privacy

Our Services are not directed at nor targeted to children under the age of 13, and NCTI does not intend that any portion of its Site will be access or used by children under the age of 13, and such use is prohibited. We do not knowingly market our Services to or solicit Personal Information from children under the age of 13. If you are under the age of 13, you are not authorized to use our Services and you are prohibited from providing us with any Personal Information. If we learn that someone under 13 has provided Personal Information to us, we will use reasonable efforts to remove such information from our databases.

Your California Privacy Rights

Section 1798.83 of the California Civil Code allows residents of California who have provided Personal Information to us to request information about our disclosure of certain categories of Personal Information to third parties for direct marketing purposes during the preceding calendar year. Such requests must be submitted to us by sending a letter to Legal Counsel, Jones/NCTI, Inc., 300 East Mineral Avenue, Suite 5, Littleton, Colorado 80122. Please allow 30 days for a response. This request may be made no more than once per calendar year. We reserve the right not to respond to requests submitted in ways other than that specified above.

Do Not Track Policy

Our Site is not designed to respond to “do not track” signals received from browsers.

No Guarantee

Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. Accordingly, and despite our efforts, we cannot guarantee or warrant the security of any information you transmit to us, or to or from our Site.

Governing Law

This Privacy Policy is governed by the laws of the State of Colorado, United States of America, without regard to its conflict of law principles. The exclusive venue for all actions or proceedings arising out of or relating to this Agreement shall be in state or federal court in Denver, Colorado. You hereby irrevocably consent and submit to the personal jurisdiction of said courts for all such purposes.

Questions Concerning Our Privacy Practices

If you have any questions or concerns regarding this Privacy Policy or our privacy practices, please contact us by email at customercare@jonesncti.com or write us at Jones/NCTI, Inc., 300 East Mineral Avenue, Suite 5, Littleton, Colorado 80122, Attention: Privacy Policy.