



Privacy Policy

Oso Training Solutions

- Why do we have a privacy policy?

We want you to be aware of the information we collect about you, how we use it, and share it. This policy applies to the information we receive from visitors and registered users of osotraining.com and osotrainingcenter.com (collectively the "Sites").

Please note that by registering for or using our services and accepting the Terms and Conditions of Service, you consent to the collection, transfer, processing, storage, disclosure and other uses of information described in this Policy.

- When do we collect your information?

We collect information whenever you interact with the Sites.

- What if I disagree with this privacy policy?

In this case, please close your accounts with us and discontinue use of the Sites.

- What type of information do we collect?

We receive, collect and store any information you enter on our website or provide to us in any other way, such as personally identifiable information (including but not limited to name, email, password, communications), product reviews, customer support requests, personal profile and purchase history. Payment info is handled by a third party and is NOT stored or transmitted to us.

We will collect any content you submit for us to administer in our platform; however, you retain all rights (including ownership) over said content.

We collect the Internet Protocol (IP) address used to connect your computer to the Internet and computer and connection information; and like other websites, we also use "cookies" to collect information.

We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page.

We collect and retain information based on the instructions of our customers (for example, when they ask us to create an account for their workforce and assign a course). If an employee would like us to stop collecting and processing your information, please have your employer contact us at info@osotraining.com.

- How do we collect your information?

When you conduct a transaction on our website, as part of the process, we collect personal information you give us such as your name, address and email address. Your personal information will be used for the specific reasons stated above only. For example, when you send us a message through a contact form, when you purchase one of our packages, or when you subscribe to our newsletter.

- Why do we collect your information?

We collect your Information for the following purposes:

1. To provide and operate the Services;
2. To provide our Users with ongoing customer assistance and technical support;
3. To be able to contact our Visitors and Users with general or personalized service-related notices and promotional messages;
4. To create aggregated statistical data and other aggregated and/or inferred Non-personal Information, which we or our business partners may use to provide and improve our respective services;
5. To comply with any applicable laws and regulations.

- How do we store, use, share, retain and disclose your personal information?

Our company is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases, and the general Wix.com applications. They store your data on secure servers behind a firewall.

All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

We collect and process your data for necessary purposes only. We do not share it or sell it with third parties for marketing purposes. Additionally, we take reasonable steps to guarantee your data's security and make sure you can exercise the rights given to you by applicable laws.

We periodically delete data belonging to customers whose subscriptions have ended. Upon the end of a subscription, a customer can request that we return their data. We will comply with this request within reasonable time.

If required by law enforcement authorities, we will disclose your information, but only after reviewing the legitimacy of their request.

We do not market our services to children and will proceed to close any accounts belonging to children, and permanently delete their information.

- How do we use cookies and other tracking tools?

We use these tools:

- To provide a great experience for our visitors and customers.
- To identify our registered members (users who registered to our site).
- To monitor and analyze the performance, operation and effectiveness of Wix's platform.
- To ensure our platform is secure and safe to use.

We use essential and functional cookies. See the following chart to understand what they do:

Cookie Name	Purpose	Duration	Cookie Type
XSRF-TOKEN	Used for security reasons	Session	Essential
hs	Used for security reasons	Session	Essential
svSession	Used in connection with user login	2 years	Essential
SSR-caching	Used to indicate the system from which the site was rendered	1 minute	Essential
_wixCIDX	Used for system monitoring/ debugging	3 months	Essential

_wix_browser_sess	Used for system monitoring/ debugging	session	Essential
consent-policy	Used for cookie banner parameters	12 months	Essential
smSession	Used to identify logged in site members	Session	Essential
TS*	Used for security and anti-fraud reasons	Session	Essential
bSession	Used for system effectiveness measurement	30 minutes	Essential

fedops.logger.s essionId	Used for stability/ effectiveness measurement	12 months	Essential
wixLanguage	Used on multilingual websites to save user language preference	12 months	Functional

- Privacy policy updates

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting to the website. If we make material changes to this policy, we will update the revision date of this document, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

- How do we communicate with you?

We may contact you to notify you about changes to your account, to troubleshoot problems with your account, to resolve a dispute, to collect fees or monies owed, to poll your opinions through surveys or questionnaires, to send updates about our company, or as otherwise necessary to contact you to enforce any agreement we may have with you.

For these purposes we may contact you via email, telephone, text messages, and postal mail.

- How do you communicate with us?

If you would like to access, correct, amend or delete any personal information we have about you, or if you don't want us to process your data anymore, please contact us at info@osotrainingolutions.com or send mail to: 930 Poydras St., Suite 1203, New Orleans Louisiana, 70112.

This policy was revised on September 10th, 2021.