

Terms: Pythia Subscription and Purchase of Courses

a. Subscriptions

i. **Individual Subscription.** Individual Pythia Subscriptions last one (1) year from date of purchase with one pre-authorized annual payment. You must have Internet access and provide Pythia with a current, valid, accepted method of payment to use the Pythia service. We will bill the subscription fee(s) to your Payment Method. After the first year of your subscription, you may renew your subscription via our website at the then current rates. **NO REFUNDS.** PAYMENTS FOR INDIVIDUAL SUBSCRIPTIONS ARE NONREFUNDABLE AND THERE ARE NO REFUNDS OR CREDITS FOR PARTIALLY USED PERIODS OF TIME.

ii. **Bulk Subscriptions.** Bulk Pythia Subscriptions are valid for one (1) year from date of purchase with one pre-authorized annual payment. You must have Internet access and provide Pythia with a current, valid, accepted method of payment to use the Pythia service. We will bill the subscription fee(s) to your Payment Method. After the first year of your subscription, you may renew your subscription(s) via our website at the then current rates. **NO REFUNDS.** PAYMENTS FOR BULK SUBSCRIPTIONS ARE NONREFUNDABLE AND THERE ARE NO REFUNDS OR CREDITS FOR PARTIALLY USED PERIODS OF TIME.

b. Purchase of Individual Courses, Course Bundles and Bulk Purchasing

i. **Individual Course(s), Course Bundles and Bulk Purchasing.** Your Pythia subscription to individual courses, course bundles and individual courses purchased in bulk will last thirty (30) days from date of purchase with one pre-authorized payment. You must have Internet access and provide Pythia with a current, valid, accepted method of payment to use the Pythia service. We will bill the subscription fee(s) to your Payment Method. After 30 days from the date of purchase your course will expire, and you may renew your course via our website at the then current rates.

ii. **No Refunds.** PAYMENTS ARE NONREFUNDABLE AND THERE ARE NO REFUNDS OR CREDITS FOR PARTIALLY USED PERIODS OF TIME.

Pythia Privacy Policy

Protecting your private information is our priority. This Privacy Policy applies to pythia.learnupon.com/store and all use of the Pythia website (collectively, the “Pythia website”), and governs data collection and usage of the Pythia website. For the purposes of this Privacy Policy, unless otherwise noted, all references to Pythia or the Pythia website include the e-commerce store and the Pythia website. The Pythia website is an educational website providing information about the provision of services to skilled nursing facilities, assisted living facilities, independent living facilities, and other healthcare facilities. By using the Pythia website, you consent to the data practices described in this statement.

Collection of your Personal Information

In order to better provide you with products and services offered on Pythia, Pythia may collect personally identifiable information, such as your:

- First and Last Name
- Mailing Address
- E-mail Address
- Phone Number
- Employer
- Job Title
- We may collect additional information needed to create a requested account.

If you purchase Pythia's products and services, we collect billing and credit card information. This information is used to complete the purchase transaction. Upon completion of a transaction, Pythia does not retain credit card numbers.

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use certain products or services available on the Pythia. These may include: (a) registering for an account on Pythia; (b) entering a sweepstakes or contest sponsored by us or one of our partners; (c) signing up for special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing products and services on Pythia, or (f) similar activity or functionality. Accordingly, we will use your information for, among other things, communicating with you in relation to services and/or products you have requested from us. We also may gather additional personal or non-personal information in the future.

Use of your Personal Information

Pythia collects and uses your personal information to operate and deliver the services you have requested.

Pythia may also use your personally identifiable information to inform you of other products or services available from Pythia and its affiliates.

Sharing Information with Third Parties

Pythia does not sell, rent or lease its customer lists to third parties.

Pythia may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. Pythia may share data with trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Pythia, and they are required to maintain the confidentiality of your information.

Pythia may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Pythia; (b) protect and defend the rights or property of Pythia; and/or (c) act under exigent circumstances to protect the personal safety of users of Pythia, or the public.

The Pythia website contains links to other sites including third party sites. Once you click the links to access such third party sites, your access will be governed by the policies of such third party sites, including the policies or statement of privacy of such sites. Pythia cannot make any assurances that this Privacy Policy and the terms and conditions set forth herein will be similar to the policies or statements of privacy of such sites.

Tracking User Behavior

Pythia may keep track of the websites and pages our users visit within Pythia, in order to determine what Pythia services are the most popular. This data is used to deliver customized content and advertising within Pythia to customers whose behavior indicates that they are interested in a particular subject area.

Automatically Collected Information

Information about your computer hardware and software may be automatically collected by Pythia. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used for the operation of the service, to maintain quality of the service, and to provide general statistics regarding use of the Pythia website.

Use of Cookies

The Pythia website may use "cookies" to help you personalize your online experience. A cookie is a text file that is placed on your hard disk by a web page server. Cookies cannot be used to run programs or deliver viruses to your computer. Cookies are uniquely assigned to you, and can only be read by a web server in the domain that issued the cookie to you.

One of the primary purposes of cookies is to provide a convenience feature to save you time. The purpose of a cookie is to tell the Web server that you have returned to a specific page. For example, if you personalize Pythia pages, or register with the Pythia website or services, a cookie helps Pythia to recall your specific information on subsequent visits. This simplifies the process of recording your personal information, such as billing addresses, shipping addresses, and so on. When you return to the same Pythia website, the information you previously provided can be retrieved, so you can easily use the Pythia features that you customized.

You have the ability to accept or decline cookies. Most Web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. If you choose to decline cookies, you may not be able to fully experience the interactive features of the Pythia services or websites you visit.

Links Pythia contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave Pythia to read the privacy statements of any other site that a user may access including any third party site accessed from links on the Pythia website.

Children Under Thirteen

Pythia does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this website.

E-mail Communications

From time to time, Pythia may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication.

If you would like to stop receiving marketing or promotional communications via email from Pythia, you may opt out of such communications by Clicking on the "Unsubscribe" link.

External Data Storage Sites

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

Changes to this Statement

Pythia reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we treat personal information by sending a notice to the primary email address specified in your account, by placing a prominent notice on our site, and/or by updating any privacy information on this page. Your continued use of the Site and/or Services available through this Site after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by that Policy.

Contact Information

Pythia welcomes your questions or comments regarding this Statement of Privacy. If you believe that Pythia has not adhered to this Statement, please contact Pythia at:

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Effective as of December 10, 2019