

Lean Alaska offers, all agreements, policies, material, and all services that are provided by **Lean Alaska** are exclusively subject to our terms & conditions.

Offers and realization of the agreements

All our offers are non-binding, unless otherwise specified. Offers need to be seen as a whole. Accepting one of our offers must be done in written form, class order form with receipt confirmations number, invoice or through explicit affirmation from you. Accepting one of our offers also includes that you accept the offer and the resulting (payment or other) responsibilities and you are obligated to honor these responsibilities. With online registration, the confirmation of registration serves as order confirmation. In case no registration confirmation has been sent, the invoice will serve as order confirmation. Every agreement will be entered into under the condition of suspension that you are creditworthy for the agreement. Changes in agreements need to be made in writing (Email, Document, or Text) and with the involvement of both parties. We are authorized to engage third parties for the purpose of the realization of the agreement as concluded between the parties and to charge the costs involved to the client in accordance with that agreement. As long as any assignment is in place, as well as for one year after completion or termination of any assignment, the client and any party in close relationship to the client, shall be prohibited from entering into any employment or other agreement with an employee from Lean Alaska.

Invoicing, Payment, Cancellation

- ❖ Unless otherwise stated on the face hereof, stated prices do not include any customs duties, sales, use, value added, excise, federal, local or other taxes. All such duties or taxes shall be paid by customer, or, in lieu thereof, customer shall provide Lean Alaska with an appropriate tax exemption certificate. Prices are in Dollars.
- ❖ Invoicing of Open Enrollment training will be done in the week prior to the training start date. For Credentialing Assistance (CA) Students, registration and invoicing must be completed 30 BUSINESS DAYS prior to the course start date.
- ❖ Unless otherwise set forth, payment terms are due 7 days from the start date of Training (All Belt Levels), without appeal for settlement or discount.
- ❖ If a registrant can no longer attend their selected class date, notification must be sent via email seven(7) days prior to the start date of the class they are registered to attend. If notification is received prior to seven (7) days of the class start date, a full refund will be provided, or the registrant is eligible to select a future class date up to 1 year from the original class date without penalty. If a registrant is unable to attend within six (6) days of the start date, no refund will be offered, but a future class date, up to one (1) year from the original class start date will be available at no additional costs.
- ❖ Lean Alaska reserves the right to cancel, add, or change any Training currently scheduled and have the right to reject assignments without justification. Including but not limited to, lack of participation, virtual classroom and equipment, or trainer availability. The open enrollment courses must meet a minimum (5 students) required enrollment or the class will be cancelled, combined, or changed. If the class is cancelled, the student will be notified via email with alternate options including but not limited to:
 - Enrollment into a future class date (up to one year)
 - Full Refund
- ❖ Notification will be provided within seven (7) days of the class, whenever possible. Registrants will then not be charged for the course or will be offered an alternative as listed

above. Lean Alaska is not liable for any direct, indirect, consequential, or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalties for transactions or accommodations.

- ❖ In the case of any Military Member who experiences an emergency, unanticipated deployment, mobilization, activation, or temporary duty assignment that said member is entitled to a FULL REFUND or Future Date Selection of their choosing without penalty, as long as the appropriate documentation is provided in writing prior to the start date of the class they are currently enrolled in.
- ❖ In the case of a Refund, Lean Alaska is entitled to 10 business days to process the refund.
- ❖ At all times we are entitled to ask you for prepayment, cash payment or another way to be certain that you will be able to fulfill the payment, even after the realization of the agreement.

Publicity

Complaints concerning delivered items and/or services need to be announced in writing with elaboration and within no more than Seven (7) days after delivery, if this writing is not received you have accepted the delivered goods/services and renounce all rights and competencies that the law or the agreement provide you. Declining a placed order or submitting a complaint does not change the responsibility of payment.

Retention of title and intellectual property

The content of the training materials that are at your disposal may not be multiplied, saved in an automatic database or made public without our preliminary permission. All delivered items remain the property of Lean Alaska. All rights regarding intellectual property provided by us or material developed because of the agreement will remain exclusively Lean Alaska's or our licensor's. The intellectual property right of the materials are and remain the property of Lean Alaska even in case that you gradually made adjustments in the material. It is not allowed to use the above mentioned materials outside the scope of the agreement or to provide the materials to third parties without permission. There are restrictions on disclosure. All parties are obligated to hold the provided information in strictest confidence and may not disclose such information to third parties without prior, written consent of the disclosing party.

Exam Provisions/Expectations

When taking an exam the exam provisions apply that are specified by the certification authority. When taking an exam you are obligated to be able to identify yourself.

Privacy

Lean Alaska operates <https://www.LeanAlaska.com>, which provides Lean Six Sigma services. This page is used to inform website visitors regarding our policies with the collection, use, and disclosure of Personal Information if anyone decided to use our Service. If you choose to use our Service, then you agree to the collection and use of information in relation with this policy. The Personal Information that we collect is used for providing and improving the Service. We will not use or share your information with anyone except as described in this Privacy Policy.

- ❖ GDPR
 - Lean Alaska will treat the personal data of visitors to the website, course participants and other clients with care. Personal data is processed and secured in

accordance with the applicable law and the General Data Privacy Regulation (hereafter together referred to as the “GDPR”).

- ❖ Processing personal data
 - Personal data are all data that can provide information about an identifiable person. Lean Alaska collects personal data of visitors to her website(s), including but not limited to the IP address of visitors. General data about the visit to the website(s) (analytics) are also collected.
- ❖ Purpose
 - Lean Alaska uses personal data for one or more of the following purposes:
 - Offering education and educational services
 - Provision of information related to educational activities
 - Invitations to visit the trainings, courses, workshops other meetings held about education
 - Maintaining relationships with Lean Alaska alumni
 - Candidate selection for educational programs
 - Personal meeting, including phone conversations or similar with (potential) students of Lean Alaska
 - Personal data which you have provided to Lean Alaska, will be processed and used to contact you to meet the purposes set out above. In case you do not wish to receive information from Lean Alaska, you have the ability to opt out.
- ❖ Legal ground for processing
 - Processing of personal data by Lean Alaska is necessary to meet the legitimate interests of Lean Alaska. For some specific purposes Lean Alaska will ask prior consent from the data subject.
- ❖ Security
 - Lean Alaska guarantees that precautions have been taken for suitable technical and organizational measures to prevent the loss of personal data or unlawful processing of personal data. This includes, but is not limited to multiple factor authentication, strong password access to and encryption of personal data.
- ❖ Term of storage of personal data
 - Lean Alaska will store your personal data as long as is necessary for processing purposes, and no longer.
- ❖ Register
 - Lean Alaska will keep a register of all processing activities that take place under Lean ALaska’s control.
- ❖ Your rights
 - You have the right to review your personal data, and the right to request correction or removal of your personal data. If you wish to know which personal data Lean Alaska processes, you can submit a request in writing. Lean Alaska will respond to your request within one (1) week. Should your data be incomplete, incorrect or irrelevant, you can submit an additional request to amend or complete your data.
- ❖ Information Collection and Use
 - For a better experience while using our Services, we may require you to provide us with certain personally identifiable information, including but not limited to

your name, phone number, and postal address. The information that we collect will be used to contact or identify you.

❖ Log Data

- We want to inform you that whenever you visit our Service, we collect information that your browser sends to us that is called Log Data. This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser version, pages of our Service that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

❖ Cookies

- Cookies are files with a small amount of data that is commonly used as an anonymous unique identifier. These are sent to your browser from the website that you visit and are stored on your computer's hard drive.
- Our website uses these "cookies" to collect information and to improve our Service. You have the option to either accept or refuse these cookies, and know when a cookie is being sent to your computer. If you choose to refuse our cookies, you may not be able to use some portions of our Service.

❖ Service Providers

- We may employ third-party companies and individuals due to the following reasons:
 - To facilitate our Service
 - To provide the Service on our behalf
 - To perform Service-related services
 - To assist us in analyzing how our Service is used

We want to inform our Service users that these third parties have access to your Personal Information. The reason is to perform the tasks assigned to them on our behalf. However, they are obligated not to disclose or use the information for any other purpose.

❖ Links to Other Sites

- Our Service may contain links to other sites. If you click on a third-party link, you will be directed to that site. Note that these external sites are not operated by us. Therefore, we strongly advise you to review the Privacy Policy of these websites. We have no control over, and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

❖ Children's Privacy

- Our Services do not address anyone under the age of 17. We do not knowingly collect personal identifiable information from children under 17. In the case we discover that a child under 17 has provided us with personal information, we immediately delete this from our servers. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us so that we will be able to do necessary actions.

❖ Changes to This Privacy Policy

- We may update our Privacy Policy from time to time. Thus, we advise you to review this page periodically for any changes. We will notify you of any changes by posting the new Privacy Policy on this page. These changes are effective immediately, after they are posted on this page.

Send written requests to: info@LeanAlaska.com