

Record Storage & Release Policy

1. Policy Statement

- 1.1 The following information is collected and stored for every learner who completes a ThinkReliability course within a learner record:
 - 1) Name
 - 2) Phone Number
 - 3) Email Address
 - 4) Company
 - 5) Company Location (City, State, Country)
 - 6) Description of Course
 - 7) Course Completion Date
 - 8) Instructor
 - 9) CEUs (Continuing Education Units) earned
- 1.2 This information is stored in a Microsoft Excel® database within the secure offices of ThinkReliability and is password-protected to allow access only to employees with need-to-know. (For more information, please see our Privacy Policy.)
- 1.3 It is the policy of ThinkReliability to provide you with access to your learner record or other personal information and allow you to correct this data if it is inaccurate. ThinkReliability will ask learners to identify themselves and the information requested to be accessed, corrected or removed before processing such requests.
- 1.4 Learner records are updated for all learning events and are available for issuance within 15 business days to facilitate requests for records and transcripts.
- 1.5 Learner records are maintained for at least seven (7) years. Learner records are backed up on an external hard drive monthly.
- 1.6 ThinkReliability will respond promptly to all concerns regarding record release. To request your records, please send an email to our Policy Officer at info@thinkreliability.com.
- 1.7 ThinkReliability regularly reviews its compliance with this policy. Please direct any questions or concerns regarding this policy to our Policy Officer at info@thinkreliability.com.

2. Definitions

- 2.1. "Learner Record" is the official record or file maintained and issued by ThinkReliability documenting an individual's participation in continuing education activities.
- 2.2. "Personal information" is information that you provide to us which personally identifies you, such as your name, email address or billing information, or other data which can be reasonably linked to such information.

3. Violations of Policy

- 3.1. Any individual with a concern, grievance or complaint should contact the Policy Officer at info@thinkreliability.com.

This policy was last reviewed on November 30, 2013.