

# Privacy Policy

## Contact Information

### KIVA Institute, LLC

PO Box 1320

Pinetop, AZ 85935

Email: [info@kivainstitute.com](mailto:info@kivainstitute.com)

Phone: [866.202.5482 \(KIVA\)](tel:866.202.5482)

Fax: [866.202.5482 \(KIVA\)](tel:866.202.5482)

Web Site Inquiries: [Contact Us](#)

## Data Collection

For each visitor to our Web page, our Web server automatically recognizes only IP addresses. It does not automatically collect email addresses or other types of information.

We only collect email addresses and contact information from customers who provide that information when (1) registering for a session, (2) purchasing a subscription product, (3) enrolling in a certificate program, (4) downloading a catalog, (5) downloading white papers; or (6) submitting a customer service inquiry; or (7) requesting a service.

We collect billing and payment information, such as name, address, telephone number, fax number, and credit card number, provided by customers when registering for a course or purchasing a subscription product. Billing and payment information is only used to complete our customers' business transactions, credit card/payment information is immediately deleted after the transaction is processed.

Any contact information (including shipping information) we collect is used to improve our Web site and to provide customers information about our services and products. We DO NOT share this information with other organizations for commercial purposes.

Any information provided by customers as part of an assessment we conduct will be used in accordance with a customer's contract for assessment services.

## Choice/Opt-out

If you supply us with your contact information, we may contact you by mail, phone, fax, or email periodically to provide you information regarding our products and services. If you do not want to receive such information, please let us know. We can be reached at the contact points listed above.

## Legal Notice

We may disclose or permit access to customer information when we believe in good faith that the law requires it. We may also disclose or permit access to this information in response to demands by law enforcement authorities in connection with a criminal investigation or to civil or administrative authorities in connection with a pending civil case or administrative investigation.

### **Cookies**

We use cookies to store visitors' preferences or record session information, such as items that customers add to their shopping carts.

### **Notification of Changes**

Occasionally, we may use customer information for new, unanticipated uses not previously disclosed in our privacy notice. If our information practices change at some point in the future, we will post the policy changes to our website and provide you with the ability to opt out of these new uses. If you are concerned about how your information is used, you should check back at our website periodically.

### **Intellectual Property Statement**

By registering for or ordering a KIVA Institute, LLC course or training service, you agree and acknowledge that U.S. and international copyright laws protect KIVA Institute, LLC training materials. Therefore, you cannot reproduce, distribute, make derivative works of, or publicly display/perform such materials. In addition, you agree not to use the company's training materials, including but not limited to the concepts and ideas expressed in the training, to create a competing product/service.

### **Customer Input Welcome**

If you feel this site is not following its stated privacy policy, please notify us at the contact points listed above.