



Privacy & Security Policy

This Website and Hosted Application are the responsibility and property of Lean Enterprise Software Solutions, LLC. ("LESS"). LESS can be contacted by mail at 3712 Emilie Lane, Auburn, IN 46706 or by phone at (260) 918-3161, or by e-mail through our web-based contact form at <http://www.lpaadmin.com/contact.aspx> . The following policies apply to **LPA Admin**, **LPA Admin** subscribers and, as appropriate, to LESS.

1. Collection of Personal Information from Site Visitors

LESS automatically collects and/or tracks (1) the home server domain names, e-mail addresses, type of client computer, and type of Web browser of visitors to LESS's Website and users of LESS software, (2) the e-mail addresses of visitors that communicate with LESS via e-mail, post messages to LESS's bulletin boards, or post messages to LESS's chat groups, (3) information knowingly provided by visitors in online forms, registration forms, surveys, and contest entries, and (4) user-specific information on what pages visitors access.

LESS also collects information you voluntarily agree to provide us through the form provided on the Website. Information collected includes limited personal and company data, such as your name, title, company name, address, telephone number, facsimile number and e-mail address.

LESS utilizes Internet cookies on only as necessary to automatically maintain web site session data. Internet cookies are stored on the visitor's hard drive and are not stored in any form by LESS. No attempt is made by LESS to reconcile or store your submitted personal data inside cookie files.

LESS does not access or utilize company or personal data entered into **LPA Admin** subscriber accounts except as specifically requested by subscribers on a case-by-case basis for troubleshooting.

2. Use of Personal Data Collected

Personal data collected by LESS will be used by LESS for editorial and feedback purposes, for marketing and promotional purposes, for a statistical analysis of users' behavior, for product development, for content improvement, and to customize content and layout of LESS's site. Data may be aggregated for internal review and then discarded. Names, postal and e-mail addresses, and phone numbers collected may be added to LESS's databases and used for future calls and mailings regarding site updates, new products and services or upcoming events.

3. Disclosure of Personal Data to Third Parties

Third parties provide certain services on LESS's behalf. LESS may provide information, including personal and company data to third-party service providers to help us deliver programs, products, information, and services. Service providers are also an important means by which LESS maintains its Web site and mailing lists. LESS will take reasonable steps to ensure that these third-party service providers are obligated to protect personal and company data on LESS's behalf.

LESS does not intend to transfer personal or company data without your consent to third parties who are not bound to act on LESS's behalf unless such transfer is legally required. Similarly, it is against LESS's policy to sell personal and company data collected online without consent.



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4. Security

Wherever personal and/or company data may be held by LESS or on its behalf, we take reasonable and appropriate steps to protect the data that you share with us from unauthorized access or disclosure. Communication between browser clients and LPA Admin is secured using 256 bit SSL encryption. In addition, LPA Admin requires individual user logins consisting of a facility name, a unique user id and a password. Strong passwords are required, and must be between 6 and 20 characters, and include upper and lower-case letters and at least one number. Lost passwords cannot be recovered and must be reset by a facility's designated administrator. In addition to these security measures, LPA Admin includes a number of options such as password expiration and password reuse policies which can be customized based on individual customer needs.

5. Children's Privacy

LESS products and services are not intended for or marketed to persons under the age of 18. Accordingly, we do not intend to collect Personal Information from anyone we know to be under 13 years of age.

6. Access to and Ability to Correct Personal Data

Upon request via postal mail, e-mail, or phone, LESS will provide to visitors a summary of any personal information retained by LESS regarding the visitor. Visitors may modify, correct, change, or update their personal record or cause their personal record to be removed from LESS's database. LESS will only send personal records to the e-mail address on file for the visitor name associated with it.

7. LESS's Right to Contact Subscribers

LESS reserves the right to contact site visitors regarding the privacy policy, or any other policies or agreements relevant to site visitors. In addition, LESS reserves the right to contact subscribers about **LPA Admin** changes, features, functionality or other Layered Process Audit topics directly or indirectly related to **LPA Admin**. LESS also reserves the right to contact customers and subscribers about other services, software, subscriptions or offerings which LESS believes may be of value to our subscribers and other customers.

8. LESS's Right to Change Privacy Policy

LESS reserves the right to change this policy at any time. Subscribers, customers and site visitors are responsible for periodically checking for policy updates. Should the terms of this Privacy Policy change, we intend to take every reasonable step to ensure that these changes are brought to your attention by posting all changes prominently on our web site for a reasonable period of time. Use of LESS software, LESS websites and/or LESS services implies agreement to the terms of the Privacy Policy current at the time of usage.