



JET STREAM INNOVATIONS, LLC

PRIVACY POLICY

February 14, 2023

Policy Statement

Jet Stream Innovations, LLC (“JSI”, “we”, and “us”) respects the privacy interests of our clients, customers, consumers, and guests that visit our websites or use our cloud-based platforms and applications. We are committed to protecting the information provided to us. We act to safeguard and secure our methods of data storage and transmission. We only collect personal information required to use our platforms and applications and to provide information about our products, support, new features, or other relative topics. We do not and have no interest in selling, sharing, or otherwise exposing personal information.

Introduction

Jet Stream Innovations provides platforms such as **GapCross.com** to create and conduct assessments, audits, procedural checklists, data collection, and similar applications. These applications can collect and store data and information on our platforms.

Definitions

“Application” means an audit, assessment, inspection, checklist, survey, form, procedure, and other similar tools on one or more of JSI’s online platforms.

“Service” means any product, website, application, platform, or other Jet Stream Innovations’ service.

“User” means an individual or entity that has an account to use one or more of the JSI services.

“Guest User” means anyone who visits our websites or uses applications or other services without an account on a JSI Service.

“You” and “Your” means any user or guest user.

“Our” and “We” means JSI, Jet Stream Innovations, LCC.

“Application Owner” means the user or users that have access to the data collected when a user or guest user enters data into an application such as a survey, assessment, or audit.

Information Collection and Use

JSI collects your email address when:

- You create an account on a JSI Service.
- We create an enterprise account for you.
- An enterprise administrator creates additional user accounts.
- You update your account information on a JSI service.

JSI collects the following information:

- When we create an enterprise account, we might collect your name, company name, address, billing address, phone number, and other information you provide to conduct business with you.
- When you sign-in to your account, we ask for your email address and might ask for a password or cell phone number for two-factor authentication.
- When you fill in an online form to contact our sales team or have us send information, we collect your email address and might collect your name, company name, and phone number.
- When you email us we collect your email address and other information that you choose to include; and
- When you call us to inquire about services or support, we might collect your name, email address, company name, and phone number.

When you provide payment information for the services:

- We use a major PCI compliant payment processing service to collect payment information such as a credit card number, CVC code, expiration date, and possibly your name as shown on the card, billing address, zip code, and email address.
- We can't access or store credit card numbers or CVC codes. If you choose to store your credit card numbers or CVC codes in the payment system, the PCI compliant payment processing service stores this information, and it is not accessible to JSI.

You may also choose to submit information to us via other methods, including:

- Responses to marketing or other communications;
- Through social media or online forums;
- Through participation in an offer, program or promotion
- In connection with an actual or potential business relationship with us; or
- By giving us your business card or contact details at trade shows or other events.

A JSI “Application Owner” can initiate applications for others to perform or complete in a survey-style mode. The information collected and stored is accessible to the “Application Owner” If you provide information when using an application initiated by another user, the usage of that data will be governed by any agreement you have with that user. Your agreement with that user should explain how the user uses or shares your personal information. JSI does not use any of this information except to support the operation of the application as needed. Direct questions about information a JSI user collects from you to the relevant JSI user.

We use cookies and other technologies that record information about your use of our websites and applications to make your usage activity efficient. We don’t store any personal information in cookies. We use Google Analytics on our sites to help us statistically analyze our sites’ use and diagnose technical issues.

We primarily use Google Cloud Services for hosting our websites, blogs and applications, storing assessment data, company email, cloud storage, and Google Analytics. Other providers provide us with customer relations management (CRM), Team communications, video conferencing, and other standard business features. These services have access to the information we collect or information you enter into our Services. We use major and reputable third-party providers. If you have any concerns, you can contact us for more details.

How We Use Personal Information

Information you enter on your account profile, such as your name, company name, and email address can appear in applications on our platforms and reports generated from these applications that you create or use. We use your account profile contact information to notify you of system outages, system updates, new features, or other support issues.

We may send you email marketing communications about Jet Stream Innovations products and services, invite you to participate in our events or surveys, or otherwise communicate with you for marketing purposes. We will do so following applicable law. For example, when we collect your business contact details through our participation at trade shows or other events, we may use it to follow-up with you regarding an event, send you information that you have requested on our products, or include you on our marketing information campaigns.

We don’t like spam or annoying emails, you probably don’t either, and we don’t want to be annoying. We take extra effort to communicate with you politely, concisely, quickly, and not very often. If you receive commercial emails from us, you may unsubscribe at any time by following the instructions in the email or sending us an email.

Contact us with any questions or comments about this policy, your personal information, or our use and disclosure practices by email at support@JetStreamInnovations.com.