

# Hard Lake Solutions, Inc. Privacy Notice

## Statement of Privacy

Hard Lake Solutions, Inc. ("Hard Lake") is committed to protecting your privacy through your online experience with HIPAAAnswers™. This Statement outlines the policies and practices of Hard Lake regarding the collection and use of your personal information from your visit to our Web site at [www.HIPAAAnswers.com](http://www.HIPAAAnswers.com).

Hard Lake does not offer or sell products or services for purchases by children. If you are under 18 years of age, you may not purchase products or services from Hard Lake and should not provide information to us.

## Collecting and Using Your Personal Information

### *Information Collected to Process Transactions*

When visitors or users of our Web site and HIPAAAnswers™ register for more information or sign up for services, we will collect information necessary to process the transaction. This may include your name, address, telephone and fax numbers, email address, and credit card number or other payment information. This information is encrypted and sent to us using a secure method, in order to assure that your information is securely and safely transmitted. However, please understand that no one can give an absolute assurance that information intended to be maintained as private cannot be accessed inappropriately or unlawfully by third parties, whether transmitted via the Internet or otherwise. We have taken and will continue to take reasonable steps to ensure the secure and safe transmission of this kind of information.

### *Payment Method Information*

Payment information is collected only to process a transaction and is discarded as soon as the transaction is complete. During the transaction process, your payment information is not vulnerable to theft or interception. We will not store or distribute your payment information in a manner that is not necessary for processing a transaction.

### *User Account, Password and Security Information*

If you purchase HIPAAAnswers™, you must complete the registration process by providing us with current, complete and accurate information as prompted by the registration form. You also will choose a password and a user login name. You are entirely responsible for maintaining the confidentiality of your password and account. Furthermore, you are entirely responsible for any and all activities that occur under your account. You agree to notify Hard Lake immediately of any unauthorized use of your account or any other breach of security. Hard Lake will not be liable for any loss that

you may incur as a result of someone else using your password or account, either with or without your knowledge. However, you could be held liable for losses incurred by Hard Lake or another party due to someone else using your account or password. You may not use anyone else's account at any time, without the permission of the account holder.

### *Information You Enter on HIPAAAnswers*

Hard Lake acknowledges that in the course of providing HIPAAAnswers, it will have access to Customer Data. Except as reasonably required by law or regulation or in connection with Hard Lake's performance of its obligations under the Product Use Agreement, Hard Lake agrees that it will not disclose Customer Data to any third party, and will take reasonable precautions to protect the confidentiality of the Customer Data. However, Hard Lake may disclose Customer Data to its contractors and consultants, so long as the contractors and consultants sign a confidentiality agreement. In addition, Hard Lake may disclose Customer Data pursuant to the requirements of a governmental agency or by operation of law, provided that Hard Lake gives Customer reasonable prior written notice. In addition, Hard Lake may de-identify and/or aggregate Customer Data. Once Customer Data has been de-identified and/or aggregated, Hard Lake is not restricted in the ways it may use, sell or transfer the anonymous information.

### **Links to Other Web Sites**

The HIPAAAnswers™ application may contain links to other Web sites. Hard Lake is not responsible for the privacy practices or the content of these other Web sites. Please check with the other sites to determine their privacy policies.

### **Use of Cookies**

Portions of the Web site use cookies. Cookies are small data files that are sent by a Web site and stored on your computer. Cookies are used by most Web sites. Cookies can contain information about you use of our site, but they are not used to identify or track you personally. Hard Lake uses cookies only when they offer significant convenience or added benefit to you, or when the software used to provide the features of our Web site require them in order to function properly. Hard Lake's cookies do not contain any personally identifiable information.

### **Business Transfers**

In the unlikely event that Hard Lake is, or substantially all of the assets of Hard Lake are, acquired by a third party either in bankruptcy court proceeding or otherwise; it is possible that personal information of customers and users would be one of the assets transferred. In such an event, Hard Lake would endeavor to assure that our privacy policies and practices are maintained.

## **Changes to the Privacy Statement**

This privacy statement will occasionally be updated to reflect new services or changes in our privacy practices. The latest version of the privacy statement will be posted on this Web site. Any material changes to the privacy statement, Hard Lake will notify you by placing a notice on the Web site.

## **Contacting Hard Lake About Privacy Issues**

Hard Lake welcomes your comments or questions about our privacy statement and privacy practices. Please contact us:

By mail at: HIPAAnswers  
8941 Aztec Drive  
Eden Prairie, MN 55347

By email at: [PrivacyIssues@HIPAAnswers.com](mailto:PrivacyIssues@HIPAAnswers.com)

By phone at: 952-400-1114