

Privacy, Terms, and Compliance Policies

This combined document by Pinsight includes:

1.	Privacy Policy.....	1-11
2.	Cookie Policy.....	12-13
3.	Terms of Use.....	14-24
4.	Website Accessibility Policy.....	25
5.	General Data Protection Regulation (GDPR).....	26

To access SOC 2 Type II, ISO 27001:2022, Enterprise Security Policy, Service Level Agreement, or other security documents, email us: dpo@pinsight.com. An executed Non-Disclosure Agreement is required.

Privacy Policy

Contents

Information we collect.....	1
How we use information we collect	4
How we share information	5
Third Party Links and Websites.....	7
How we store and secure information	7
International transfers of personal information	7
How long we keep information	7
Your Choices	8
Our Policy about children	9
Updates to this Privacy Policy.....	9
Notice to European Users.....	9
How to contact us.....	11

PRIVACY POLICY

GLOBAL ASSESSOR POOL, LLC, dba Pinsight® (“Pinsight” or “we” or “us”) is committed to protecting your privacy. We prepared this Privacy Policy to describe our practices regarding the personal information we collect in connection with our websites that link to this Privacy Policy, including <http://www.pinsight.com> and <https://app.pinsight.com/>, our mobile applications, our emails and other communications, and our related services (collectively, the “Services”). All sites are protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Information we collect

We collect information directly from you, when you access our websites and related services, from 3rd parties, and automatically when you access or use our Services.

Information you give us

We collect information from you when you provide it to us, such as when you become a Pinsight user as an account owner or admin, as an assessor, as a stakeholder, or as a participant in the Pinsight Platform, and/or The Pinsight App. We collect this information when you create or change your profile information including your contact information, time zone, profile picture, and your notification preferences.

We may also collect information you provide to us when you enroll in a webinar, request a demo, participate in an online chat, or subscribe to our newsletter. For example, when you request a demo, we must have your contact information, so we can contact you to schedule the demo.

Information collected when you use our services

When you use the Pinsight Platform, we record all the actions you take. If you are an administrator, we record who you invite to assessments and who you share reports with. If you are participating in a Pinsight assessment as an assessor, we record any video and/or audio sessions you participate in, the scores you assign, and when you log in and out of the platform. If you are participating in a Pinsight assessment as a participant, we collect and store all of the emails and file attachments that you send during the pre-work stage and the live simulation. We also record and save voice mail messages you leave, calendar appointments you make, online chats and video and/or audio sessions you participate in. Trained assessors use this information to score your performance on a variety of exercises. These scores are recorded and used to create a report on your performance. If you have access to the Pinsight App, we record usage data, for example, when you log into your account, when you complete an exercise, comments you enter, and improvement over time.

Information collected from others

We may receive information about you from others. For example, if you are participating in an assessment at the request of one of our clients, we may receive your contact information from our client so that we can invite you to become a Pinsight user. After accepting an invitation, you will be able to update your profile and make changes to your personal information.

We may also collect data from companies contracted by us to provide add-on services to our platform.

Information Collected automatically

Pinsight, our service providers, and our advertising partners may automatically log information about you, your computer, or your mobile device, and your activity over time on our Services and other sites and online services. Device information that we collect may include browser type, operating system, wireless carrier, manufacturer and model, screen resolution, Internet Protocol (IP) address, and general location information. We may also collect activity and navigational data automatically, such as the date and time and duration of your visit, what you searched for, the website you visited before browsing to the Services, how long you spent on a page or screen, navigation paths between pages or screens, information about your activity on a page or screen, and the pages or screens you viewed.

Like most Internet services, we automatically gather this information and store it in log files each time you visit our website or access your account on our network. We also use cookies and similar technologies to facilitate some of our automatic data collection, such as:

- **Cookies**, which are small pieces of information that a website sends to your computer's hard drive while you are viewing a web site. Cookies help to uniquely identify the visitor's browser or to store information or settings in the browser for the purpose of helping you navigate between pages efficiently, remembering your preferences, enabling functionality, helping us understand user activity and patterns, and facilitating online advertising. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our website. Persistent Cookies can be removed by following Internet browser help file directions. If you choose to disable Cookies, some areas of our website or service may not work properly.
- **Flash cookies**, or locally stored objects, which are used on websites for purposes similar to cookies but allow storage of a larger amount of data.
- **Web beacons**, also known as pixel tags or clear GIFs, which are typically used to demonstrate that a webpage or email was accessed or opened, or that certain content was viewed or clicked, typically to compile statistics about usage of websites and the success of marketing campaigns.
- **Local storage**, which is used to save data on a visitor's device. We use data from local storage to turn on web navigation, customize what we show you based on your past interactions with our services, remember your preferences, and measure ad effectiveness.

- **Session-replay technologies**, which are third-party software used to record a video replay of users' interactions with the Services. The video replay may include users' clicks, mouse movements, scrolls, mobile app touches, typing, and other activity taken during the session. We use these replays for research and development purposes, such as to help us troubleshoot problems with the Services, understand how users interact with and use the Services, and identify areas for improvement.
- **Software development kits**, or SDKs, are third-party computer codes used in connection with our App for a variety of purposes, including to provide us with analytics regarding the use of our App, to add features or functionality to our App, or to facilitate online advertising. SDKs may enable third parties to collect information directly via our App.

For more information, please visit our [Cookie Policy](#).

Analytics

We use Google Analytics on our websites. Google Analytics use cookies to help us analyze how you use our website. The information generated by a cookie about your use of the website (including your IP address) is transmitted to and stored by Google on servers in the United States. Google uses this information to evaluate your use of the site, compile reports on site activity for us, and provide other services relating to site activity and internet usage. This analytics data is not tied to any Personal Information. For more information about Google Analytics, please visit www.google.com/policies/privacy/partners/.

We use Zoho Chat on our website and in the Pinsight Platform. Zoho Chat is a live chat app that uses cookies for website visitor tracking. This enables us to identify your location on our site and initiate a conversation with you. For example, if you have a question while taking an assessment, Zoho Chat allows you to ask the question and get a response in real time from a Pinsight employee. For more information about Zoho Chat, please visit <https://www.zoho.com/salesiq/>

We use Amazon Chime in the Pinsight Platform. Amazon Chime is a 3rd party software we use for conducting audio and videocalls. For more information about Amazon Chime, please visit <https://aws.amazon.com/chime/>.

We use the LinkedIn Insight Tag on our Pinsight.com website. The LinkedIn Insight Tag enables the collection of metadata such as IP address information, timestamp, and events (e.g., page views). The LinkedIn browser cookie is stored in a user's browser until a user deletes the cookie or the cookie expires (there's a rolling six-month expiration from the last time the user's browser loaded the Insight Tag). Users have full control to block or delete cookies.

We use the Google Ads remarketing tag (tracking cookie) on every page of our Pinsight.com website. The Google Ads remarketing service allows us to re-target advertisements to previous website visitors on third-party sites, including the Google search results page and websites in the Google Display Network. Google uses cookies to serve ads based on the website visitor's past visits to Pinsight.com. Any data collected will be used in accordance with our own and Google's privacy policy. The collected data does not personally or directly identify the website visitor.

Users may opt out of Google's use of cookies by visiting the [Google Advertising Opt-out Page](#). Users may opt out of Google Analytics by visiting the [Google Analytics Opt-out Page](#).

We currently do not respond to Do Not Track signals. To find out more about "Do Not Track," please visit <http://www.allaboutdnt.com>.

How we use information we collect

We use the information we collect for the following purposes and as otherwise described in this Privacy Policy or at the time of collection:

To provide our services and communicate with you

We use your personal information to deliver the Services and to operate our business. For example, we use your username and password to authenticate you when you log in and identify you as a user on our system, we use your contact information to provide customer support, we use your time zone information when scheduling assessments, we use your email address to deliver results and newsletters and depending on your notifications preferences, we send you administrative notifications.

We use the data that we collect when you participate in an assessment or use the Pinsight App to create your Pinsight report. When you participate in an assessment, you may complete a learning efficiency test, a personality questionnaire, a live simulation, or another form of assessment. The results from these assessments are all used to create your Pinsight report. If you use the Pinsight app, we track when you enter information and use this information to estimate your improvement.

For research and development

We use personal information for research and development purposes, including to study and improve the Services and our business, understand, and analyze the usage trends and preferences of our users, and develop new features, functionality, products, and services. As part of these activities, we may create anonymous data records by excluding information (such as your name) that makes the data personally identifiable to you. We use this anonymous data to analyze request and usage patterns to enhance the content of our services and improve site navigation. We may also use anonymous data for research and development purposes, such as scientific articles and presentations, assessor training, and to enhance our services.

To comply with Law

We may use your information to comply with legal obligations, as part of our general business operations, and for other business administration purposes, also to meet national security or law enforcement requirements.

Direct marketing

We may send you Pinsight-related or other direct marketing communications as permitted by law, including materials, updates, information, special offers, and promotional material from us and our business partners. You may opt-out of our marketing communications as described in the “Your Choices” section below.

Interest-based advertising

We work with third-party advertising companies and social media companies to help us advertise our business and to display ads for our products and services. These companies may use cookies and similar technologies to collect information about you (including the online activity information and device information described above in the section called “Information Collected automatically”) over time across our Services and other websites and services or your interaction with our emails and use that information to serve ads that they think will interest you. In addition, some of these companies may use hashed customer lists that we share with them to deliver ads to you and to similar users on their platforms. You can learn more about your choices for limiting interest-based advertising in the “Your Choices” section below.

For compliance, fraud prevention, and safety

We may use personal information and disclose it to law enforcement, government authorities, and private parties as we believe necessary or appropriate to: (a) maintain the safety, security, and integrity of the Services and our products and services, business, databases, and other technology assets; (b) protect our, your, or others’ rights, privacy, safety or property (including by making and defending legal claims); (c) audit our internal processes for compliance with legal and contractual requirements and internal policies; (d) enforce the terms and conditions that govern the Services; and (e) prevent, identify, investigate, and deter fraudulent, harmful, unauthorized, unethical or illegal activity, including cyberattacks and identity theft.

With your consent

We will disclose your personal information in accordance with your prior direction or, in some cases, we may specifically ask you for your consent to collect, use, or share your personal information, such as when required by law.

How we share information

We may share your personal information with the parties described below or otherwise in this Privacy Policy or at the time of collection:

Our clients

We share your information with our clients when they engage Pinsight and through our client, you participate in a Pinsight assessment. We disclose assessment information and provide access to your reports to the client that has engaged us. Information collected during an assessment is maintained in our database. However, downloadable PDF reports may be kept at a client site.

Pinsight or partner assessors

We share your personal information and assessment information, such as recorded role-plays, emails notes, calendar entries, and voice mails with Pinsight assessors or partner assessors who are directly involved in your assessment when you participate in a Pinsight assessment. Sharing this information is essential for assessors to complete scoring assignments and for your assessment report to be generated.

Related companies

We may share your personal information with our affiliates, subsidiaries, and other related companies, such as when they may be involved in providing the Services now or in the future.

Service providers

We share your personal information with third parties who perform services on our behalf that are necessary for the orderly operation of our business. For example, we work with service providers that help us perform website hosting, maintenance services, database management, analytics, fraud protection, marketing, customer relationship management, finances, and other purposes.

Advertising partners

We may also share personal information with third parties who we partner with for advertising campaigns or that collect information about your activity on the Services for the purposes described in the “Interest-Based Advertising” section above.

Professional advisors

We may share personal information with persons, companies, or professional firms providing Pinsight with advice and consulting in accounting, administrative, legal, tax, financial, debt collection, and other matters.

Law enforcement and others

Under certain circumstances, we may be required to disclose personal information to law enforcement, government authorities, and other parties if required to do so by law or in response to valid requests by public authorities (e.g., a court or a government agency).

Compliance

We may disclose personal information in the good faith belief that such action is necessary to comply with a legal obligation or for the purposes described above in the section titled “Compliance, Fraud Prevention, and Safety.”

Business transaction participants

We may disclose personal information to third parties in connection with any business transaction (or potential transaction) involving a merger, acquisition, sale of shares or assets, financing, consolidation, reorganization, divestiture, or dissolution of all or a portion of our business (including in connection with a bankruptcy or similar proceedings).

Third Party Links and Websites

We may provide links to other websites or locations for your convenience. This does not signify our endorsement of the website, the location, or its contents. When you choose to click on a link, you will leave our site and go to another site. During this process, another entity may collect information from you. We have no control over, do not review, and cannot be responsible for these outside websites or their content. Please be aware that the terms of this Privacy Policy do not apply to these outside websites or content, or to any collection of data after you click on links to outside websites.

How we store and secure information

We use data hosting service providers in the United States to host the information we collect. We use a variety of industry-standard security technologies and procedures to help protect your information from unauthorized access, use, or disclosure. We may require you to enter a password to access your account information. Please do not disclose your account password to unauthorized people. Despite these measures, you should know that no security system is impenetrable and due to the inherent nature of the Internet, we cannot guarantee that data, during transmission through the Internet or while stored on our systems or otherwise in our care, is absolutely safe from intrusion by others.

International transfers of personal information

Pinsight is based in the United States, and we have service providers in the United States and potentially other countries. Your personal information may be collected, used, and stored in these countries or other locations outside of your home country. Privacy laws in the locations where we handle your personal information may not be as protective as the privacy laws in your home country. By providing your personal information, where applicable law permits, you specifically and expressly consent to such transfer and processing and the collection, use, and disclosure set forth herein.

Users located in Europe can view more information about cross-border transfers in the section below titled “Notice to European Users.”

How long we keep information

We retain personal information we collect from you where we have an ongoing legitimate business need to do so, for example, to provide you with a service you have requested or to comply with applicable legal, tax or accounting requirements.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it or, if this is not possible (for example, because your personal information has been stored in backup

archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

Your Choices

We offer you choices regarding the collection, use, and sharing of your information.

Access and update your information

You can access and update certain information about yourself. For example, in the Pinsight Platform you can access your profile information by logging into your account. You can update your contact information, time zone, notification preferences, and photo within your profile. If you are an assessor, you can also update your availability in the assessor calendar. If you subscribe to our newsletter, you can update your profile by clicking Update Profile in the newsletter.

Delete your information

You may request deletion of your information by us, but please note that we may be required (by law or otherwise) to keep this information and not delete it (or to keep this information for a certain time, in which case we will comply with your deletion request only after we have fulfilled such requirements). When we delete any information, it will be deleted from the active database, but may remain in our archives.

Opt out of marketing communications

You may opt out of receiving promotional communications from us by using the unsubscribe link within each email or by contacting us as provided below to have your contact information removed from our promotional email list.

Opt out of text messages

We may offer communications via text messages sent by Pinsight or any of our service providers, such as for customer service and account-related purposes. To stop receiving text messages from us, reply STOP to any text message you receive from us, or send your request and mobile telephone number to the email address listed at the end of this Privacy Policy. Note that we may send you a message to confirm receipt of your STOP request. Notifications can be configured in settings on your mobile device.

Cookies

Most browsers let you remove and/or stop accepting cookies from the websites you visit. To do this, follow the instructions in your browser's settings. Many browsers accept cookies by default until you change your settings. If you do not accept cookies, however, you may not be able to use all functionality of the Services and our websites may not work properly. For more information about cookies, including how to see what cookies have been set on your browser and how to manage and delete them, visit www.allaboutcookies.org.

Advertising Choices

You can limit the use of your information for interest-based advertising by blocking third-party cookies in your browser settings, using browser plug-ins/extensions, and/or using your mobile device settings to limit the use of the advertising ID associated with your mobile device. You can also opt out of interest-based ads from companies participating in the following industry opt-out programs by visiting the linked websites: the Network Advertising Initiative (http://www.networkadvertising.org/managing/opt_out.asp) and the Digital Advertising Alliance (<https://optout.aboutads.info>). Some of the companies we work with may offer their own opt-out mechanisms. For example, you can learn more about how Google uses cookies for advertising purposes by clicking [here](#) and opt-out of ad personalization by Google by clicking [here](#).

Many of the opt-out preferences described in this section must be set on each device and/or browser for which you want them to apply. Please note that some of the advertising companies we work with may not participate in the opt-out mechanisms described above, so even after opting-out, you may still receive interest-based advertisements from other companies. If you opt-out of interest-based advertisements, you will still see advertisements online but they may be less relevant to you.

Our Policy about children

We do not intentionally gather information about visitors who are under the age of 18. If you are under the age of 18 you should not use our site or service.

Updates to this Privacy Policy

We may update this Privacy Policy because of changes of legal, technical, or business developments. If we make any substantial changes in the way we use your information, we will notify you by sending you an e-mail to the last e-mail address you provided to us and/or by prominently posting notice of the changes on our website.

Notice to European Users

The information provided in this section applies only to individuals in the European Economic Area and the United Kingdom (collectively, "Europe"). Except as otherwise specified, references to "personal information" in this Privacy Policy are equivalent to "personal data" governed by European data protection legislation.

Controller

The controller of your personal information covered by this Privacy Policy for purposes of European data protection legislation is Global Assessor Pool LLC d/b/a/ Pinsight, 2301 Blake St, Denver CO 80205 USA.

Legal Bases for Processing

The legal bases of our processing of your personal information as described in this Privacy Policy will depend on the type of personal information and the specific context in which we process it. However, the legal bases we

typically rely on are set out in the table below. We rely on our legitimate interests as our legal basis only where those interests are not overridden by the impact on you (unless we have your consent, or our processing is otherwise required or permitted by law). If you have questions about the legal basis of how we process your personal information, contact us using the information at the bottom of this Privacy Policy.

Processing Purpose (as described above in the "How we use information we collect" section)	Legal Basis
To provide our services and communicate with you	Processing is necessary to perform the contract governing our operation of the Services, or to take steps that you request prior to engaging our products or services. Where we cannot process your personal information as required to operate the Services on the grounds of contractual necessity, we process your personal information for this purpose based on our legitimate interests as further described in this Privacy Policy.
For research and development	Processing is based on our legitimate interests in performing research and development as described in this Privacy Policy.
To comply with law	Processing is necessary to comply with our legal obligations.
Direct marketing	Processing is based on your consent where that consent is required by applicable law. Where we rely on your consent you have the right to withdraw it any time in the manner indicated when you consented or via the relevant Services.
Interest-based advertising	Where such consent is not required by applicable law, we process your personal information for this purpose based on our legitimate interests in promoting our business and providing you with tailored, relevant content.
For compliance, fraud prevention, and safety	Processing is necessary to comply with our legal obligations or based on our legitimate interests in protecting our or others' rights, privacy, safety, or property.
With your consent	Processing is based on your consent. Where we rely on your consent you have the right to withdraw it any time in the manner indicated when you consent or via the relevant Services.

Use for New Purposes

We may use your personal information for reasons not described in this Privacy Policy where permitted by law and the reason is compatible with the purpose for which we collected it. If we need to use your personal information for an unrelated purpose, we will notify you and explain the applicable legal basis.

Your Rights

European data protection laws may give you certain rights regarding your personal information. You may ask us to take the following actions in relation to your personal information that we hold:

- **Access.** Provide you with information about our processing of your personal information and give you access to your personal information.
- **Correct.** Update or correct inaccuracies in your personal information.
- **Delete.** Delete your personal information.
- **Port.** Transfer a machine-readable copy of your personal information to you or a third party of your choice.
- **Restrict.** Restrict the processing of your personal information.
- **Object.** Object to our reliance on our legitimate interests as the basis of our processing of your personal information that impacts your rights.

You may submit these requests by contacting us at dpo@pinsight.com. We may request specific information from you to help us confirm your identity and process your request. Applicable law may require or permit us to decline your request. If we decline your request, we will tell you why, subject to legal restrictions. If you would like to submit a complaint about our use of your personal information or our response to your requests regarding your personal information, you may contact us or submit a complaint to the data protection regulator in your jurisdiction. In the European Economic Area, you can find your data protection regulator [here](#). In the United Kingdom, you can find your data protection regulator [here](#).

Cross-Border Data Transfer

If we transfer your personal information to a country outside of Europe such that we are required to apply additional safeguards to your personal information under European data protection laws, we will do so. Please contact us using the contact details below for further information about any such transfers or the specific safeguards applied.

12. How to contact us

We welcome your comments or questions regarding this Privacy Policy. Please e-mail us at dpo@pinsight.com or contact us at the following address or phone number: Pinsight, LLC, 2301 Blake Street, Denver, CO 80205, (800) 423-8295

Cookie Policy

To make our website and related services more useful to you, our servers (which may be hosted by a third-party service provider) collect information about the devices and computers you use to access our website and services. This includes browser type, operating system, Internet Protocol (IP) address, domain name, and/or the date and time of your visit. We also use cookies and navigational data to gather information regarding the date and time and duration of your visit, what you searched for, and the pages you viewed. Like most Internet services, we automatically gather this information and store it in log files each time you visit our website or access your account on our network.

What are "Cookies"?

Cookies are small pieces of information that a website sends to your computer's hard drive while you are viewing a web site. We may use both session Cookies (which expire once you close your web browser) and persistent Cookies (which stay on your computer until you delete them) to provide you with a more personal and interactive experience on our website. Persistent Cookies can be removed by following Internet browser help file directions. If you choose to disable Cookies, some areas of our website or service may not work properly.

Third Party Cookies

We also use third party cookies. These are cookies that may be read by third parties. We use Google Analytics on our websites. Google Analytics use cookies to help us analyze how you use our website. The information generated by a cookie about your use of the website (including your IP address) is transmitted to and stored by Google on servers in the United States. Google uses this information to evaluate your use of the site, compile reports on site activity for us, and provide other services relating to site activity and internet usage. This analytics data is not tied to any Personal Information. For more information about Google Analytics, please visit www.google.com/policies/privacy/partners/.

We use Zoho Chat on our website and in the Pinsight Platform. Zoho Chat is a live chat app that uses cookies for website visitor tracking. This enables us to identify your location on our site and initiate a conversation with you. For example, if you have a question while taking an assessment, Zoho Chat allows you to ask the question and get a response in real time from a Pinsight employee. For more information about Zoho Chat, please visit <https://www.zoho.com/salesiq/>

We use Amazon Chime in the Pinsight Platform. Amazon Chime is a 3rd party software we use for conducting audio and videocalls. For more information about Amazon Chime, please visit <https://aws.amazon.com/chime/>.

We use the LinkedIn Insight Tag on our Pinsight.com website. The LinkedIn Insight Tag enables the collection of metadata such as IP address information, timestamp, and events (e.g. page views). The LinkedIn browser cookie is stored in a user's browser until a user deletes the cookie or the cookie expires (there's a rolling six-month expiration from the last time the user's browser loaded the Insight Tag). Users have full control to block or delete cookies.

We use the Google Ads remarketing tag (tracking cookie) on every page of our Pinsight.com website. The Google

Ads remarketing service allows us to re-target advertisements to previous website visitors on third-party sites.

including the Google search results page and websites in the Google Display Network. Google uses cookies to serve ads based on the website visitor's past visits to Pinsight.com. Any data collected will be used in accordance with our own and Google's privacy policy. The collected data does not personally or directly identify the website visitor.

Users may opt out of Google's use of cookies by visiting the Google Advertising Opt-out Page. Users may opt out of Google Analytics by visiting the Google Analytics Opt-out Page.

We currently do not respond to Do Not Track signals. To find out more about "Do Not Track," please visit <https://www.allaboutdnt.com>.

Changes to this Policy

From time to time, we may make changes to this cookie policy. If we make changes to the policy, we will let you know.

Terms of Use

Last Revised: 2025

User's Acknowledgment and Acceptance of Terms	15
Description of Services	16
Registration Data and Privacy	16
Conduct on Site	16
Third Party Sites and Information	18
Intellectual Property Information	18
Unauthorized Use of Materials	19
Disclaimer of Warranties	20
Limitation of Liability	21
Indemnification	22
International Use	22
Termination of Use	22
Governing Law	23
Notices	23
Entire Agreement	23
Eligibility	23
Feedback	23
Miscellaneous	24

User's Acknowledgment and Acceptance of Terms

Global Assessor Pool LLC, d/b/a Pinsight® ("Pinsight", "Us", or "We") provides the websites at app.pinsight.com, pinsight.com and various related services (collectively, the "Site") to you, the user, subject to your compliance with all the terms, conditions, and notices contained or referenced herein (the "Terms of Use"), as well as any other written agreement between us and you. In addition, when using particular services or materials on this Site, users shall be subject to any posted rules applicable to such services or materials that may contain terms and conditions in addition to those in these Terms of Use. All such guidelines or rules are hereby incorporated by reference into these Terms of Use.

BY USING THIS SITE, YOU AGREE TO BE BOUND BY THESE TERMS OF USE. IF YOU DO NOT WISH TO BE BOUND BY THE THESE TERMS OF USE, DO NOT ACCESS OR USE ANY PART OF THE SITE. YOUR REMEDY FOR DISSATISFACTION WITH THIS SITE, OR ANY PRODUCTS, SERVICES, CONTENT, OR OTHER INFORMATION AVAILABLE ON OR THROUGH THIS SITE, IS TO STOP USING THE SITE AND/OR THOSE PARTICULAR PRODUCTS OR SERVICES. YOUR AGREEMENT WITH US REGARDING COMPLIANCE WITH THESE TERMS OF USE BECOMES EFFECTIVE IMMEDIATELY UPON COMMENCEMENT OF YOUR USE OF THIS SITE.

These Terms are subject to revision at any time. Modifications become effective immediately upon your first access to or use of the Site after the "Last Revised" date at the top of these Terms. Your continued access to or use of the Site after the modifications have become effective will be deemed your conclusive acceptance of the modified Terms. If you do not agree with the modifications, do not access or use the Site.

Please note that at all times you are responsible for updating your information to provide us with your most current e-mail address in any event, changes to these Terms may affect our use of information that you provided us prior to our notification to you of the changes. If you do not wish to permit changes in our use of your information, you must notify us prior to the effective date of the changes that you wish to deactivate your account with us. Continued use of our Site, or services, following notice of such changes shall indicate your acknowledgement of such changes and agreement to be bound by the terms and conditions of such changes.

As used in these Terms of Use, references to our "Affiliates" include our owners, subsidiaries, affiliated companies, officers, directors, suppliers, partners, sponsors, and advertisers, and includes (without limitation) all parties involved in creating, producing, and/or delivering this Site and/or its contents.

Eligibility

You may use the Site only in compliance with these Terms of Use and all applicable local, state, national, and international laws, rules, and regulations. Any use or access to the Site by anyone under 18 is strictly prohibited and in violation of these Terms of Use.

Description of Services

We make various services available on this Site including, but not limited to, leadership and executive assessment and development programs, blogs, leadership resources, webinars, and other like content and services (collectively, the "Services").

Registration Data and Privacy

In order to access some of the services on this Site, you will be required to use an account and password that can be obtained by completing our online registration form, which requests certain information and data ("Registration Data") and maintaining and updating your Registration Data as required. By registering, you agree that all information provided in the Registration Data is true and accurate and that you will maintain and update this information as required to keep it current, complete, and accurate.

You are solely responsible for maintaining the confidentiality of your password and account and for any and all statements made and acts or omissions that occur through the use of your password and account. Therefore, you must take steps to ensure that others do not gain access to your password and account. Our personnel will never ask you for your password. You may not transfer or share your account with anyone, and we reserve the right to immediately terminate your account if you do transfer or share your account.

The information we obtain through your use of this Site, including your Registration Data, is subject to our [Privacy Policy](#).

Conduct on Site

Your use of the Site is subject to all applicable laws and regulations, and you are solely responsible for the substance of your communications through the Site. We may make email, messaging, blogging, or chat services available to users of our Site, either directly or through a third-party provider. By posting information in or otherwise using any communications service, chat room, message board, newsgroup, software library, or other interactive service that may be available to you on or through this Site, you agree that you will not upload, share, post, or otherwise distribute or facilitate distribution of any content -- including text, communications, software, images, sounds, data, or other information -- that:

- a. is unlawful, threatening, abusive, harassing, defamatory, libelous, deceptive, fraudulent, invasive of another's privacy, tortious, contains explicit or graphic descriptions or accounts of sexual acts (including but not limited to sexual language of a violent or threatening nature directed at another individual or group of individuals), or otherwise violates our rules or policies;
- b. victimizes, harasses, degrades, or intimidates an individual or group of individuals on the basis of religion, gender, sexual orientation, race, ethnicity, age, or disability;
- c. infringes on any patent, trademark, trade secret, copyright, right of publicity, or other proprietary right of any party;
- d. constitutes unauthorized or unsolicited advertising, junk or bulk email (also known as "spamming"), chain letters, any other form of unauthorized solicitation, or any form of lottery or gambling;
- e. contains software viruses or any other computer code, files, or programs that are designed or intended to disrupt, damage, or limit the functioning of any software, hardware, or telecommunications equipment or to damage or obtain unauthorized access to any data or other information of any third party; or
- f. impersonates any person or entity, including any of our employees or representatives.

We neither endorse nor assume any liability for the contents of any material uploaded or submitted by third party users of the Site. We generally do not pre-screen, monitor, or edit the content posted by users of communications services, chat rooms, message boards, newsgroups, software libraries, or other interactive services that may be available on or through this Site. However, we and our agents have the right to remove any content that, in our sole judgment and discretion, does not comply with these Terms of Use and any other rules of user conduct for our Site, or is otherwise harmful, objectionable, or inaccurate. We are not responsible for any failure or delay in removing such content. You hereby consent to such removal and waive any claim against us arising out of such removal of content. See "Unauthorized Use of Materials" below for a description of the procedures to be followed in the event that any party believes that content posted on this Site infringes on any patent, trademark, trade secret, copyright, right of publicity, or other proprietary right of any party.

In addition, you may not use your account to breach security of another account or attempt to gain unauthorized access to another network or server. Not all areas of the Site may be available to you or other authorized users of the Site. You shall not interfere with anyone else's use and enjoyment of the Site or other similar services. Users who violate systems or network security may incur criminal or civil liability.

You agree that we may at any time, and at our sole discretion, terminate your membership, account, or other affiliation with our Site without prior notice to you for violating any of the above provisions. In addition, you acknowledge that we will cooperate fully with investigations of violations of systems or network security at other Sites, including cooperating with law enforcement authorities in investigating suspected criminal violations.

We may employ automated monitoring devices or techniques to protect our users from mass unsolicited communications (also known as "spam") and/or other types of electronic communications that we deem inconsistent with our business purposes. However, such devices or techniques are not perfect, and we will not be responsible for any legitimate communication that is blocked, or for any unsolicited communication that is not blocked.

Pinsight Platform mailboxes may have a limited storage capacity. If you exceed the maximum permitted storage space, we may employ automated devices that delete or block email messages that exceed the limit. We will not be responsible for such deleted or blocked messages.

Third Party Sites and Information

This Site may link you to other sites on the Internet ("Third Party Sites"). Use of Third Party Sites may require your compliance with separate terms and conditions. These Third Party Sites may contain information or material that some people may find inappropriate or offensive.

Third Party Sites are not under our control, and you acknowledge that we are not responsible for the accuracy, copyright compliance, legality, decency, or any other aspect of the content of such sites, nor are we responsible for errors or omissions in any references to other parties or their products and services. The inclusion of such a link or reference is provided merely as a convenience and does not imply endorsement of, or association with, the Site or party by us, or any warranty of any kind, either express or implied.

Intellectual Property Information

For purposes of these Terms of Use, "Content" is defined as any information, data, communications, software, photos, video, graphics, music, sounds, and other material and services that can be viewed by users on our Site. This includes message boards, chat, and other original content. By accepting these Terms of Use, you acknowledge and agree that all Content presented to you on this Site is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws, and is the sole property of Pinsight® LLC and/or its Affiliates. You are only permitted to use the Content as expressly authorized by us or the specific content provider. Except for a single copy made for personal use only, you may not copy, reproduce, modify, republish, upload, post, transmit, or distribute any Content from this

Site in any form or by any means without prior written permission from us or the specific content provider. Any unauthorized use of Content may violate copyright, trademark and other applicable laws and could result in criminal or civil penalties.

The following are registered trademarks, trademarks, or service marks of Pinsight® LLC or its Affiliates: The Pinsight Platform™ and The Pinsight App™. All custom graphics, icons, logos, and service names are registered trademarks, trademarks or service marks of Pinsight® LLC or its Affiliates. All other trademarks or service marks are property of their respective owners.

Nothing in these Terms of Use grants you any right to use any trademark, service mark, logo, and/or the name of Pinsight® or its Affiliates.

Unauthorized Use of Materials

Subject to our Privacy Policy, any communication or material that you transmit to this Site or to us, whether by electronic mail, post, or other means, for any reason, will be treated as non-confidential and non-proprietary. While you retain all rights in such communications or material, you grant us and our agents and affiliates a non-exclusive, paid-up, perpetual, and worldwide license and right to copy, distribute, display, perform, publish, translate, adapt, modify, and otherwise use such material for any purpose regardless of the form or medium (now known or not currently known) in which it is used.

Please do not submit confidential or proprietary information to us unless we have mutually agreed in writing otherwise. We are also unable to accept your unsolicited ideas or proposals, so please do not submit them to us in any circumstance.

We respect the intellectual property of others, and we ask you to do the same. We adhere to the following notice and take down policy, in full compliance with the Digital Millennium Copyright Act of 1998 (17 U.S.C. § 512, *et seq.*). We may remove any materials posted on the Website upon receipt of notification alleging that such material infringes on the intellectual property rights of another (hereafter a “DMCA Takedown Notice”). If you or any user of this Site or Services believes its copyright, trademark or other property rights have been infringed by a posting on this Site, you or the user should send a DMCA Takedown Notice to our Designated Agent (as identified below) immediately. To be effective, the DMCA Takedown Notice must include:

1. A physical or electronic signature of a person authorized to act on behalf of the owner of an exclusive right that is allegedly infringed;
2. Identification of the work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single notification, a representative list of such works at that site;

3. Identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled and information reasonably sufficient to permit the service provider to locate the material;
4. Information reasonably sufficient to permit the service provider to contact you, such as an address, telephone number, and, if available, an electronic mail;
5. A statement that you have a good faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law; and
6. A statement that the information in the notification is accurate, and under penalty of perjury, that you are authorized to act on behalf of the owner of an exclusive right that is allegedly infringed.

Designated Agent for Claimed Infringement:

Contact: Martin Lanik, PhD

Address: PO Box 18576, Denver, CO
80218

Phone: (800) 423-8295

Email: infringement@pinsight.com

You acknowledge and agree that upon receipt of a valid DMCA Takedown Notice, we may immediately remove the identified materials from our Site without liability to you or any other party and that the claims of the complaining party and the party that originally posted the materials will be referred to the United States Copyright Office for adjudication as provided in the Digital Millennium Copyright Act.

Disclaimer of Warranties

THE SERVICES ARE PROVIDED FOR INFORMATIONAL, EDUCATIONAL, OR ENTERTAINMENT PURPOSES. EXCEPT AS PROVIDED HEREIN, THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OR THE WARRANTY OF NON-INFRINGEMENT. WITHOUT LIMITING THE FOREGOING, WE MAKE NO WARRANTY THAT (A) THE SERVICES WILL MEET YOUR REQUIREMENTS, (B) THE SERVICES WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE, (C) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SERVICES WILL BE EFFECTIVE, ACCURATE OR RELIABLE, OR (D) THE QUALITY OF ANY SERVICES PURCHASED OR OBTAINED BY YOU FROM THE SITE FROM US OR OUR AFFILIATES WILL MEET YOUR EXPECTATIONS OR BE FREE FROM MISTAKES, ERRORS OR DEFECTS.

THE USE OF THE SERVICES OR THE DOWNLOADING OR OTHER ACQUISITION OF ANY CONTENT THROUGH THIS SITE IS DONE AT YOUR OWN RISK AND WITH YOUR AGREEMENT THAT YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM SUCH ACTIVITIES.

Through your use of the Site, you may have the opportunities to engage in commercial transactions with other users and vendors. You acknowledge that all transactions relating to any merchandise or services offered by any party other than Pinsight, including, but not limited to the purchase terms, payment terms, warranties, guarantees, maintenance, and delivery terms relating to such transactions, are agreed to solely between the seller or purchaser of such merchandise and services and you.

Content available through this Site often represents the opinions and judgments of an information provider, Site user, or other person or entity not connected with us. We do not endorse, nor are we responsible for the accuracy or reliability of, any opinion, advice, or statement made by anyone other than an authorized Pinsight® LLC spokesperson speaking in his/her official capacity, and reliance on such information is at your sole risk.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES, SO SOME OF THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Limitation of Liability

IN NO EVENT SHALL PINSIGHT OR OUR AFFILIATES BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY SPECIAL, PUNITIVE, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING OUT OF OR IN CONNECTION WITH THE USE OF THIS SITE INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM LOSS OF USE, DATA OR PROFITS, PROCUREMENT OF SUBSTITUTE GOODS, OR BUSINESS INTERRUPTION, WHETHER OR NOT WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND ON ANY THEORY OF LIABILITY.

PINSIGHT'S AND ITS AFFILIATES' TOTAL CUMULATIVE LIABILITY IN CONNECTION WITH THESE TERMS AND THE SERVICES, WHETHER IN CONTRACT OR TORT OR OTHERWISE, WILL NOT EXCEED \$200. IN JURISDICTIONS WHERE LIMITATION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES IS NOT PERMITTED, PINSIGHT'S AND ITS AFFILIATES' LIABILITY IS LIMITED TO THE MAXIMUM EXTENT PERMITTED BY LAW. ANY CAUSE OF ACTION OR CLAIM YOU MAY HAVE ARISING OUT OF OR RELATING TO THESE TERMS OR THE SERVICES MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE

CAUSE OF ACTION ACCRUES; OTHERWISE, SUCH CAUSE OF ACTION OR CLAIM IS PERMANENTLY BARRED EXCEPT IN THE CASE OF CLAIMS FOR WHICH THE APPLICABLE STATUTE OF LIMITATIONS MAY NOT BE SHORTENED BY CONTRACT, AS DETERMINED BY THE GOVERNING LAW PROVIDING FOR SUCH CLAIM.

Indemnification

Upon a request by us, you agree to defend, indemnify, and hold us and our Affiliates harmless from all liabilities, claims, and expenses, including attorney's fees, that arise from your use or misuse of this Site. We reserve the right, at our own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will cooperate with us in asserting any available defenses.

Feedback

If you provide use with any feedback or suggestions regarding the Site or service ("Feedback"), you hereby assign to us all rights in such Feedback and agree that we shall have the right to use and fully exploit such Feedback and related information in any manner it deems appropriate. We will treat any Feedback you provide to us as non-confidential and non-proprietary. You agree that you will not submit to us any information or ideas that you consider to be confidential or proprietary.

International Use

This Site is targeted towards users located in the United States. Although this Site may be accessible worldwide, we make no representation that materials on this Site are appropriate or available for use in locations outside the United States and accessing them from territories where their contents are illegal is prohibited. Those who choose to access this Site from other locations do so on their own initiative and are responsible for compliance with local laws. Any offer for any product, service, and/or information made in connection with this Site is void where prohibited.

If you are located outside of the United States, by using the Site or submitting any personal information (as described in the [Privacy Policy](#)) to us, you expressly consent to the transfer, processing and storage of your personal information in the United States, a jurisdiction in which the privacy laws may not be as comprehensive as those in the country where you reside.

Termination of Use

You agree that we may, in our sole discretion, terminate or suspend your access to all or part of the Site with or without notice and for any reason, including, without limitation, breach of these

Terms of Use. Any suspected fraudulent, abusive, or illegal activity may be grounds for terminating your relationship and may be referred to appropriate law enforcement authorities.

Upon termination or suspension, regardless of the reasons therefore, your right to use the Services immediately ceases, and you acknowledge and agree that we may immediately deactivate or delete your account and all related information and files in your account and/or bar any further access to such files or this Site. We shall not be liable to you or any third party for any claims or damages arising out of any termination or suspension, or any other actions taken by us in connection with such termination or suspension.

Governing Law

The laws of the State of Colorado, without regard to the conflicts of laws principles thereof and the United Nations Convention on the International Sales of Goods, will apply to all matters relating to the use of this Site and the Services. Each of us agrees and hereby submits to the exclusive personal jurisdiction and venue any court of competent jurisdiction within the State of Colorado with respect to such matters.

Notices

All notices to a party shall be in writing and shall be made either via email or conventional mail. Notices to us must be sent to the attention of Customer Service at dpo@pinsight.com, if by email, or at Pinsight® LLC, PO Box 18576, Denver, CO 80218 if by conventional mail. Notices to you may be sent to the address supplied by you as part of your Registration Data. In addition, we may broadcast notices or messages through the Site to inform you of changes to the Site or other matters of importance, and such broadcasts shall constitute notice to you at the time of sending. Our telephone number is (800) 423-8295. If you notice that any user is violating these Terms of Use, please contact us at dpo@pinsight.com.

Entire Agreement

These terms and conditions constitute the entire agreement and understanding between us concerning the subject matter of this agreement and supersedes all prior agreements and understandings of the parties with respect to that subject matter. These Terms of Use may not be altered, supplemented, or amended by the use of any other document(s). Any attempt to alter, supplement or amend this document or to enter an order for products or services which are subject to additional or altered terms and conditions shall be null and void, unless otherwise agreed to in a written agreement signed by you and us. To the extent that anything in or associated with this Site is in conflict or inconsistent with these Terms of Use, these Terms of Use shall take precedence.

Miscellaneous

In any action to enforce these Terms of Use, the prevailing party will be entitled to costs and attorney's fees. Any cause of action brought by you against us, or our Affiliates must be instituted with one year after the cause of action arises or be deemed forever waived and barred. You may not assign your rights and obligations under these Terms of Use to any party, and any purported attempt to do so will be null and void. We may freely assign our rights and obligations under these Terms of Use.

You agree not to sell, resell, reproduce, duplicate, copy or use for any commercial purposes any portion of this Site, or use of or access to this Site.

If any part of these Terms of Use is held invalid or unenforceable, that portion shall be construed in a manner consistent with applicable law to reflect, as nearly as possible, the original intentions of the parties, and the remaining portions shall remain in full force and effect.

Any failure by us to enforce or exercise any provision of these Terms of Use or related rights shall not constitute a waiver of that right or provision.

Copyright © 2025 Pinsight® LLC. All Rights Reserved.

Website Accessibility Policy

Pinsight is committed to creating an inclusive digital environment with its websites, ensuring accessibility for all users, including those with disabilities.

By adhering to the WCAG 2.1 and 2.2 guidelines, Pinsight aims to provide a user-friendly experience that aligns with the POUR principles:

- Making content perceivable
- Operable
- Understandable
- Robust

This includes providing alternative text for images, closed captioning for videos, and ensuring proper color contrast for visibility. Navigation is made easier through various aids, and content can be paused or enlarged to accommodate different user needs. While there is no formal certification for WCAG compliance, Pinsight actively seeks feedback to continually improve accessibility and encourages users to report any issues encountered. This proactive approach reflects Pinsight's dedication to digital accessibility and its ongoing efforts to enhance the user experience for everyone.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR) came into effect May 25, 2018 and was mandated by the “Council of the European Union” and “European Parliament”. The GDPR expands the privacy rights of residents of the European Union and places new obligations on service providers who control and process personal data from EU Residents.

[See Official regulations](#)

[gdpr.eu](#)

Inquiries regarding our GDPR compliance should be directed to our Data Protection Officer: dpo@pinsight.com