

StudentAccess®

Privacy Policy for Users of StudentAccess Products and Services

SECURITY

In addition to the StudentAccess Website Privacy Policy, Heiberg Consulting, Inc., is keenly aware of the requirements for security of the data entered into the StudentAccess Software by our clients. Our protections include:

- (a) Data Encryption
- (b) Blocking International IP ranges
- (c) Site testing with PCI compliant scanners
- (d) Separated online services so that the compromise of one site or database does not affect other sites or databases
- (e) Strong password requirements
- (f) Limitations on the duration of data storage if the data is unclaimed
- (g) Lock out mechanisms for unauthorized access to our clients' accounts

CLIENT ADVISORIES

While we use all reasonable measures to assure security, we cannot guarantee that no compromise of data may occur. In the event a compromise does occur, we will advise our clients of the breach by sending an advisory to the client's e-mail address or by phoning the client to discuss the advisory.

CUSTOMER SERVICE AND TECHNICAL ASSISTANCE

In the event you have questions about the privacy and security of your data, you are encouraged to discuss specific questions with our knowledgeable customer service or technical assistance personnel.

COLLECTED INFORMATION

When you visit our website, we automatically collect standard browser and device information, such as your IP address, browser type, operating system, referring URLs, pages visited, and the date and time of your visit. We will also collect security information such as username and actions performed within the website. This information helps us:

- Provide and improve customer service;
- Maintain the security and integrity of our website;
- Monitor usage patterns for internal analytics and operational purposes.

We do not sell, rent, or share this information with third parties for advertising or marketing purposes. Any data collected is used solely to support your experience, safeguard our systems, and enhance the performance and reliability of our services.

Last reviewed: 20250601DH