PRIVACY POLICY

Information we collect

Like most website operators, Ladder Software collects information to help us improve our products. e.g. we look at common paths through our software to determine how to display common tasks. We also collect information that allows the software to work. e.g. we store your list of classes, so that users at your center who have access can register children in those classes.

We collect information in the following ways:

- **Information you give us**. Anything that you enter into the software is stored. That includes text, images, files and associated metadata. Payment information is only stored in methods that comply with PCI rules.
- **Information that others give us about you**. Other users at your center may enter information about you. This information is also stored.
- **Information generated by usage of our software**.
  - We store information associated with you that is generated through usage of third party payment processing.
  - We store unique information associated with your request when errors are generated. These unique identifiers include IP addresses, browser information, software version identifiers and information regarding the cause of the error. Unique information stored as a result of an error, if not being actively investigated, is deleted after 14 days.
  - We store unique information associated with your interactions in our software. These unique identifiers include IP addresses, browser information and software version identifiers.
  - We store log information about your interactions with the software. This includes emails generated by the software and financial transactions made through the software. Logs generated by financial transactions only store information that complies with PCI rules.
  - We may store identifiers on your browser using session storage, cookies or similar technology. This allows us to identify your use of our services and in many cases facilitates authentication.

How we use information we collect

We use the information we collect in several ways:

- We use collected information to provide, maintain, protect, and improve our service. We also use collected information when creating new services.

- We may use your contact information to communicate with you. e.g. if there is an issue affecting your account, we may use information stored to contact you about the issue.

How we share information we collect

As a rule, we only share the information that we collect from you with you. There are some scenarios where we do share information with others as necessary.

- Sometimes we may provide a third party integration as an option to provide an additional feature. e.g. payment processing requires a third party to process payments. These third parties must meet the following conditions:
  - They are required to know the information in order to provide a service on behalf of Ladder Software.
  - They agree not to disclose the information to others.
- Within your center, designated users (administrators) can view your information.
- We may share privately, or publicly, non-personal or aggregate data that was generated using your information. This includes annual site usage reports, traffic flows etc.
- We may share data for legal reasons. If we have a good-faith belief that access, use, preservation or disclosure of information is reasonably necessary to:
  - Meet an applicable law, regulation, legal process or enforceable governmental request.
  - To prevent fraud, security or technical issues.
  - To protect against harm to the rights, property or safety of Ladder Software, our users, the public as required or permitted by law.
- We may share data with you to resolve or clarify an issue or discussion.
- We may share data with our employees and contractors on a need-to-know basis, who have passed a criminal records check and are bound by a confidentiality agreement.
- Ownership of an account or a location in our software will only be transferred to another party based on your request. Upon request all associated data will be transferred to that new owner.

How we protect your information

We work hard to protect your information

- Our service is encrypted using SSL
- We restrict access to personal information to Ladder Software employees on a need-to-know basis, who have passed a criminal records check and are bound by a confidentiality agreement.

What happens to your information if our business changes

If Ladder Software, or substantially all of its assets, were acquired by another party your information will be transferred to that party. If Ladder Software was to dissolve, your information may be exported for you or your daycare center for a period of time and then deleted.

Privacy Policy Changes

Although most changes are likely to be minor, Ladder Software may change its Privacy Policy from time to time, and in Ladder Software's sole discretion. Ladder Software encourages visitors to frequently check this page for any changes to its Privacy Policy. Your continued use of this site after any change in this Privacy Policy will constitute your acceptance of such change.