

POLICIES:

We do not release, confirm, deny or acknowledge any inquiry as to the identity of our clients.

We strive to help our clients succeed in their more difficult communication challenges. We will not always win or impact an audience to customers' expectations. The complexity of social communications will introduce social variables that are beyond our control. We make NO IMPLIED WARRANTY or GUARANTEE that our techniques will always be effective or have only positive impacts.

We reserve the right to refuse consultation to any party at our sole discretion and without reason.

REFUND POLICY:

We do not provide refunds for services rendered or for our 3rd Order Communication techniques and products. We strongly urge our users to review the sample Detailed Question Analysis which is typical of the quality and detail provided with this product. We also provide phone and email access to answer questions before products or services are purchased. We have designed our website to fully inform potential clients before they purchase. Our copyrighted techniques and information can not be recovered once provided to a client and all sales are final.

We follow the credit card laws for charge backs and/or contested services. Where possible, we will use our 3rd Order Communication skills to resolve issues. If parties fail to agree to a mutual resolution, a third party arbitrator will be utilized.

LICENSING:

3rd Order Communications LLC maintains a copyright on all its website information. Various aspects of our products and services are available to be licensed to meet client needs. Please make you inquiry from the Contact page. No licensing is implied with the use of our Services or products. The resale or derivate services or products based on our original copyrighted works will be vigorously enforced.

PRIVACY:

NO PERSONAL INFORMATION IS MAINTAINED ON THIS WEBSITE.

The successful use of our 3rd Order Communications techniques depends on your most honest and diligent self ratings on our questions. We realize that most people will be concerned that their self appraisal could become a matter of record with a third party. We believe the greatest value from our website can only be realized if we make your question results totally anonymous.

Our FREE question response does not require any type of registration or use of personal information. Our Detailed Question Analysis does not identify any personal information on the final report. We assign a randomly generated number that is your unique Detailed Question Analysis. That number is recorded on each page of the results. You have the only record of any relationship between the number and your question response. A result of this policy is that we can not reproduce question responses by name, date, or any personal data except for the recorded number. We do maintain a database of all responses by the random number for the purpose of learning about our clients behavioral communication patterns in the aggregate.

Your financial credit card or other payment methods are completed by a third party. These records are not linked to the random number assigned to your Question results. We maintain no financial records or other personal information. Financial records are maintained for the purpose of proof of purchase only and are maintained by a third party.

The only time personal information is maintained by 3rd Order is if you email or call us requesting consultation services. These records are maintained in an exclusive database not accessible by the Internet or linked to your results. You will have to supply your random number when requested by our consulting services. All invoices and payment of consulting services are confidential and not released to any third party. We do not release any client names or organization identities. Our invoicing is completed as per your instructions. We have no newsletters or any other distribution which utilized participants of this website.

3rd Order Communications LLC strives to protect your privacy. Where possible, we prefer to collect no personal information. Where possible, we maintain no history of your interactions with our website. We work diligently to protect confidentiality, restrict use of personal data, incorporate technical safeguards and appropriate security policies, and identify privacy implications in our services. To that end, we would like you to know we do not use personal information.

If you have questions or concerns regarding this statement, you should contact us via the most convenient communications channel.

COLLECTION OF INFORMATION ON THE INTERNET

Our web site may log a user's IP address, browser type and version, dial-up domain, and computer operating system when he/she visits the site. IP addresses may in some cases be linked to personally identifiable information. We use the tracked information to help diagnose problems with our server and to administer our website. IP addresses of our web site users are used to diagnose problems with our server, and to administer our web site. IP addresses may also be used to gather broad demographic information-information that is not associated with any individual, and is anonymous. Our web site uses an order form for customers to purchase products and services. We collect no customers' contact information (such as their address and email address) and financial information (such as their account or credit card

numbers). We verify our customer-provided credit card information with a third party prior to order processing. Only the third party maintains your financial records. Our web site may contain links to other web sites. We have no control over the privacy practices of such other web sites nor should the link be considered an endorsement of such other web sites' privacy practices. We recommend that you read the privacy policies of such other websites.

COOKIES

At this time our website does not use cookies.

SECURITY

When a user pays for a service or places an order online, the user's personal information and credit card information are processed and encrypted by offsite, secure servers. No method of transmission over the Internet, or method of electronic storage, is 100% secure, however. Therefore, while we strive to use commercially acceptable means to protect your personal information, we cannot guarantee its absolute security. If you have any questions about security on our Web site, you can send email to our info center.

CHILDREN'S USE OF THE WEB SITE

3rd Order Communications LLC recognizes the importance of children's safety and privacy on the Internet. For that reason, and in compliance with applicable laws, we do not intentionally collect personally identifiable information from, nor do we offer any content targeted to children. We ask that children under the age of fifteen do not use our web site, as it is not targeted to children.

WILL 3rd Order Communications LLC DISCLOSE THE INFORMATION IT COLLECTS TO OUTSIDE PARTIES?

We do not sell, trade or rent or otherwise give to any other entity or organization the information our customers submit when placing an order or taking a service on our site except as noted in this privacy policy. 3RD ORDER does not provide 3rd parties with the individual information they need to properly counsel or advise their clients. In other words if you are utilizing our services on our site at the direction of a consultant, counselor or other individual, that consultant, counselor or other individual will not receive, individually identifiable information so that he or she may properly counsel or advise you. Only you can provide the data from our website to a third party.

If a customer neglects to pay amounts due and owing to 3RD ORDER, 3RD ORDER may send that 3RD ORDER

Customer's name, contact information to a third party vendor for collection of overdue payments.

3RD ORDER may release account information when we believe, in good faith, that such release is reasonably necessary to (i) comply with law; (ii) enforce or apply the terms of any of our user agreements; or (iii) protect the rights, property or safety of 3RD ORDER, our users, or others.

SUMMARY

3RD ORDER is committed to protecting our customers' privacy. We use the information collected on our site to improve our products, your experience, and scientific study. By using our Web site, you consent to the collection and use of information by 3RD ORDER. We may from time to time change our privacy policy, but we will always post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

Because of the changing legal landscape and the evolving nature of technologies, we may amend this privacy policy from time to time, and will post any revisions on this web site. A prominent notice will be posted when there are material changes to this site's use of personal information. You can determine when this privacy policy was last updated by looking at the "Last Updated" statement at the bottom of this web page.

CONTACT US

You may contact us by email at coach@3rdOrderCommunications.net or call us at (410) 381-4895. You may also contact us using our ContactUs web page.

Last Updated: December 2007