

ILG Investigations Privacy Policy

(Updated January 1, 2025)

ILG Investigations is committed to protecting your privacy. This privacy policy governs your use of ILG Investigations and sets out how ILG Investigations uses and protects your personal data collected through client websites and ILG Investigations' website (ilginvestigations.com), and any related web-based applications (collectively, the "Site"). Your use of the Site signifies your acceptance of this Privacy Policy.

Collection of Information

ILG Investigations may collect, store, and use the following personal data:

1. Information that you provide in the process of registering a user account via the Site, subscribing to services and/or email notifications via the Site or using the Site during the admission process. More specifically, when you apply for admission, you enter certain data into the Site including but not limited to your username, password, and personal information.
2. Information that we collect while conducting the background investigation. We collect information relating to your background investigation as part of our contractual obligation to conduct background investigations on behalf of the jurisdiction; such information typically includes but is not limited to court and police records, credit history, education discipline history, employment discipline history, military discipline history, in limited circumstances medical information, professional license discipline, and tax filing and payment history.
3. We may also collect information from website visitors such as IP address, geographical location, operating system, browser type, referral source, length of visit, and number of page views.

We use cookies to collect some of the information above, track website visitors, and personalize your online experience. For more information about our use of cookies, please see the "Cookies" section below.

Use and sharing of personal data

Personal data submitted via Site will be used for the purposes specified in this Privacy Policy or in relevant parts of the Site. In addition to the uses identified elsewhere in this Privacy Policy, ILG Investigations may use your personal data for the following purposes:

1. to process any inquiries submitted by you and other communications initiated by you in relation to your dealings with ILG Investigations;
2. to notify its users and customers of any issues affecting ILG Investigations' services and software, and the resolution thereof, including by email and/or text message;

3. to improve your browsing experience by personalizing the Site;
4. to comply with statutory and regulatory requirements;
5. in response to lawful requests by public authorities, including to meet national security or law enforcement requirements; and
6. to provide and improve its background investigation services pursuant to its agreements with its users and its customers (e.g., admission administrators), and to develop new services for our customers.

ILG Investigations will never sell any data. ILG Investigations does not sell personal data, and except for disclosures reasonably necessary for the purposes identified above and as set forth below, ILG Investigations will not otherwise disclose personal data with third parties unrelated to the background investigation. ILG Investigations may disclose personal data:

1. with third parties to ensure the validity of the information requested;
2. with our customers for the purpose of your background investigation;
3. to the extent required or permitted by law such as sharing with law enforcement where requested pursuant to an investigation;
4. in connection with any legal proceedings or prospective legal proceedings;
5. in order to establish or exercise ILG Investigations' legal rights or defend against claims, for example, as sharing may be necessary in order to assert a legal claim or defense, such as to enforce our EULA;
6. in connection with a sale, merger, acquisition, or other transaction affecting the associated business; and
7. to third-party service providers and partners, such as consultants helping us provide technical or customer support, but only to the extent such service providers and partners require such personal data to provide such services to ILG Investigations and its users and customers.

Use of Cookies

Like many websites, ILG Investigations may use technology to track the patterns of behavior of visitors to the Site. This can include using a "cookie," a text file sent by a Web server to a Web browser and stored by the browser for record keeping purposes. Among other things:

- Cookies enable a website or an application to identify a user's browser as a previous user or a visitor by means of a unique string of numbers assigned on a previous visit to the Site;
- Cookies assist us in collecting information on the pages of the Site that access or visit and in recording any preferences you indicated for use on our Site; and
- If you are using our Site, a cookie identifies your browser and User ID and internet protocol number of your computer or other access device (but not your personal identity).

You can choose to accept or decline cookies by modifying your browser settings to accept or reject cookies. If you choose to decline cookies, this may prevent you from taking full advantage of the websites' features. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences or visit <http://www.allaboutcookies.org> for more information. The Site only takes action in response to "do not track" signals if it is browser enabled.

Choices and Rights

Depending on your location and the data privacy laws that apply to you, you may have certain rights with regard to personal data that ILG Investigations processes about you. In many cases you should contact the admission administrator directly to exercise applicable privacy rights. If you contact us directly, we may remove or update your information within a reasonable time and after providing notice to and obtaining approval from the relevant admission administrator.

For California residents. Under the California Consumer Privacy Act (CCPA), California residents have the right to request that a business disclose certain information about the collection and use of their personal information over the past 12 months. A California resident also has the right to ask such businesses to delete the personal information they have collected, and if the business sells personal information they have a right to opt-out of that sale. Finally, a business cannot discriminate against a California resident for exercising any of their rights under the CCPA.

When providing its services to its customers, ILG Investigations acts as a "service provider" under the CCPA and our collection and use of consumer personal information is performed solely on behalf of our customers (as CCPA businesses). If you are a California resident wishing to exercise any of your rights under the CCPA, and we collected your personal information in the context of our services, please direct your request to the exam administrator.

In addition, California residents who provide personal information in obtaining products or services for personal, family, or household use are entitled to request and obtain from us, once a calendar year, information about the customer information we shared, if any, with other businesses for their own direct marketing use. If applicable, this information would include the categories of customer information and the names and addresses of those businesses with which we shared customer information for the immediately prior calendar year.

Security of Your Personal Data

ILG Investigations takes reasonable precautions to protect your personal data from loss, misuse and unauthorized access, disclosure, alteration, and destruction. No method of transmission over the Internet, or method of electronic storage is 100% secure, however. Therefore, ILG Investigations cannot guarantee its absolute security.

Data retention

ILG Investigations retains personal data so long as the admission administrator or ILG Investigations has an ongoing legitimate business need to retain it (for example, to provide services to its customers or to comply with applicable legal, tax or accounting requirements).

When an admission administrator or ILG Investigations has no ongoing legitimate business need to process personal data, we will either delete or anonymize/de-identify it or, if this is not possible (for example, because the data has been stored in backup archives), then ILG Investigations will securely store the personal data and isolate it from any further processing until deletion is possible.

Changes to Privacy Policy

ILG Investigations may occasionally update this Privacy Policy. When it does, ILG Investigations will also revise the Effective Date at the beginning of this policy. ILG Investigations encourages you to periodically review this Privacy Policy to stay informed about ILG Investigations' collection, use, and disclosure of personal data. ILG Investigations reserves the right, at its discretion, to change, modify, add, or remove portions of the Privacy Policy and the websites at any time. Your continued use of the Site is your agreement to the revised Privacy Policy.

Children's Online Privacy

The Site is not directed toward individuals under the age of 18, and ILG Investigations requests that such individuals do not provide personal data or personally identifying information through ILG Investigations websites. Additionally, we do not knowingly collect or maintain any personal data or personally identifiable information from children under eighteen (18) through the websites. Please contact us as provided below in the Contact Information section if you believe we may have collected such information.

Governing Law

This Privacy Policy is governed by laws of the State of Florida.

Contact Information

If you have any questions or comments about this privacy policy or the manner in which ILG Investigations collects, stores, or uses your personal data, please write by email to info@ilgtechnologies.com or by postal mail to Attn: Joseph Figo, ILG Investigations, 2401 E McCarty Street, Jefferson City, MO 65101.