

MHS Privacy Policy

Multi Health Systems, Inc. (MHS) holds individual privacy to be of primary importance throughout its business practices and is committed to the confidentiality, availability, and safeguarding of all personal information collected. This Privacy Policy is inclusive to all MHS online platforms, including its commercial website, application products, assessment portals, and e-commerce sites.

Multi-Health Systems, Inc. (MHS) complies with PIPEDA, FERPA and HIPAA standards. For further information regarding compliance specific to these elements or international law, please contact the Privacy Policy Office at MHS.

Information Collection

The information MHS receives from customers is used to deliver our products, services, to personalize, and continually improve the online experience.

The data collected can include personal contact information, demographic information, product purchase history, and required information for those completing the Qualification Form where necessary. MHS limits the use of this information to tasks related only to the service or product requested. Examples where personal information is used also includes order processing, completing an assessment and payment activity.

Some of our assessments' sites may also collect other information that you supply to us, such as information relating to your age, gender, race/ethnicity, education, occupation, where relevant in the context of the site or the services provided through the site. When such personal information is submitted, it is only processed for the purposes for which you have submitted it to us. You may choose not to provide certain information, however, your decision not to provide certain information may limit the use of our products and services available to you.

Our website obtains information that is automatically generated by a user's Internet Service Provider (ISP). This information may include the IP address, domain types, the browser type used to access our site, the location of the ISP's servers, the pages of our site that the user views during the visit, any search terms entered on this site, the website address and email address of a user, and any other information transmitted from the user. This information may be collected for system administration purposes, to gather broad demographic information, to monitor the level of activity on the site, for technical support, and to improve our website by responding to customer interests and needs. MHS does not link IP addresses to personal information.

Cookies

Cookies are small text files that a website transfers to your computer's browser, which are used by many websites to perform a number of functions, such as remembering your preferences, recording what you have put in your shopping basket, and counting the number of people looking at a specific website. MHS uses cookies to measure traffic patterns,

MHS Security Policy

Multi-Health Systems, Inc. (MHS) values, respects and protects all personal data of its customers, the data of their clients, and data collected through electronic commerce practices with the highest level of security. We agree to use such information for the purposes outlined and to hold such information within the strictest confidence. This applies to both on and off-line information that is collected and used in the course of our activities.

Physical Security

MHS servers are located in a secure facility, which is monitored 24x7x365 through CCTV in a pass-card access controlled facility. Access is governed strictly by designated administrators with all necessary security checks completed on personnel. An external security consulting firm assists with security as it relates to the physical location but are not administrators and as such have no access to any data or the means to access it.

Personnel

MHS conducts all background and security screening for all personnel prior to qualification as administrators. Furthermore, MHS communicates its information security policies to its personnel and provides privacy and security training.

Encryption

MHS servers use Advanced Encryption Standard (AES) 128/256-bit for data-in-transit and data-at-rest encryptions to secure data. For secure data transmission between websites, the TLS 1.2 protocol is used, which works with the most current web browsers encrypting information exchanged over a network and protecting against disclosure to third parties. To prevent data tampering, data-at-rest encryption is used to maintain data integrity.

Personal Information Security

Personal information, understood to be any information that identifies or could be used to identify an individual, is protected by MHS through a number of safety measures encompassing all systems and interactions where personal information is collected and stored. MHS actively monitors all secure information reserves (including but not limited to Order Management Systems (OMS), digital data, ecommerce platforms, and hard copy records) to ensure security measures are maintained at the highest level of security, meeting all regulatory and legal requirements.

Assessment Data Security