

PRIVACY POLICY

Crisis Operator™

Last updated: 28 August, 2026

1. Introduction and Scope

This Privacy Policy explains how personal information and other data may be collected, used, processed, and protected when you interact with the Crisis Operator™ online ecosystem.

This Privacy Policy applies to Crisis Operator™ websites, subdomains, landing pages, assessments, enrollment and checkout pages, thank-you pages, training platforms, digital content, certification pathways, and related online services operated by Crisis Control Solutions LLC (collectively, the "Services"), including crisisoperator.com and its associated subdomains and program pages.

This includes the Crisis Readiness Assessment and current or future versions of Crisis Operator™ programs designed for different audiences.

Crisis Operator™ is a training program and certification pathway offered under the American Crisis Institute™ brand, which is owned and operated by:

Crisis Control Solutions LLC

4851 Tamiami Trail N
Suite 200
Naples, FL 34103
United States

2. Information We Collect

The information we collect depends on how you interact with the Services.

Information you voluntarily provide

Depending on the Service you use, information you provide may include:

- name
- email address
- billing and payment-related information
- enrollment and course-related information
- communications you send to us

- information submitted in connection with customer support
- cancellation or refund requests
- information related to payment issues or payment-method updates

Assessment information

Certain Crisis Operator™ assessments may be designed so that they can be completed without providing a name, email address, phone number, payment information, or other directly identifying information.

Where an assessment is offered on this basis, you may complete it without registering for an account or providing such identifying information.

We may process:

- assessment responses
- assessment completion data
- assessment results or readiness categories
- interaction data relating to the assessment

Assessment information may be used to generate and display your assessment result, understand how users interact with the assessment, improve our programs, and measure the effectiveness of our marketing.

If you separately choose to provide your contact information, for example by enrolling in a program, requesting materials, joining an email list, or completing another form, that information may be associated with your subsequent interactions to the extent permitted by applicable law and the technologies used.

Information collected automatically

When you interact with our Services, certain technical information may be collected automatically, including:

- IP address
- browser and device type
- pages visited
- interactions with pages or assessments
- assessment start and completion events
- referral source
- campaign and attribution information
- approximate geographic information, such as country or region
- technical and performance information

3. Cookies, Pixels, Analytics and Advertising Technologies

Our Services may use cookies, pixels, tags, and similar technologies.

These may include:

- strictly necessary technologies required for website or assessment functionality
- analytics and performance technologies
- advertising and measurement technologies
- conversion and attribution technologies

These technologies may be provided by third-party platforms used for website operation, analytics, advertising, course delivery, or payment processing.

They may help us:

- operate and secure the Services
- understand how visitors use our websites and assessments
- measure assessment starts and completions
- measure advertising effectiveness
- understand traffic sources and campaign performance
- measure enrollment and purchase conversions
- improve website and program performance
- improve the relevance of our communications and marketing

Where required by applicable law, we will request consent or provide appropriate choices regarding non-essential cookies or tracking technologies.

You may also be able to manage certain technologies through your browser, device, or applicable platform settings.

Disabling certain technologies may affect the functionality or measurement of parts of the Services.

4. How We Use Information

We may use information collected through the Services to:

- operate our websites, assessments, and training platforms
- generate and display assessment results
- understand assessment usage and completion patterns
- process enrollments and payments
- administer single-payment and installment-payment purchases
- process scheduled installment payments
- identify and manage failed or overdue payments
- communicate with users regarding payment issues or payment-method updates
- facilitate additional payment attempts through our payment providers
- suspend and restore course access where appropriate under our Terms of Service
- deliver access to training materials
- track course participation and completion
- issue course-related communications, certificates, and credentials

- provide customer support
- administer cancellations, refunds, and guarantees
- maintain enrollment and transaction records
- analyze website, assessment, and program performance
- measure and optimize advertising campaigns
- improve our Services and user experience
- prevent fraud, misuse, and unauthorized activity
- comply with applicable legal, accounting, tax, and regulatory obligations

We do not sell or rent personal information to third-party marketers.

5. Payments and Payment Security

Payments for paid Crisis Operator™ programs are processed through trusted third-party payment providers.

When you make a purchase, payment and transaction information is transmitted to and processed by the applicable payment provider.

We do **not** store full credit card numbers on our own servers.

If you select an installment payment plan, our payment providers may retain the payment method necessary to process scheduled installments in accordance with the payment terms disclosed at checkout.

If a scheduled installment cannot be processed, payment-related information may be used to:

- identify the failed transaction
- communicate with you about the payment issue
- facilitate additional payment attempts
- allow you to update or replace your payment method
- administer temporary suspension or restoration of course access in accordance with our Terms of Service

We may retain records of payment attempts, transaction status, refunds, payment disputes, and related communications where reasonably necessary for payment administration, accounting, customer support, fraud prevention, and legal compliance.

6. Third-Party Service Providers

We may use third-party service providers to operate and support the Services.

These may include providers of:

- website and landing-page hosting

- assessment and quiz technology
- course hosting and delivery
- payment processing
- email communications
- analytics and performance measurement
- advertising and conversion measurement
- customer support and business administration

These providers may process information as necessary to provide their services to us and may also operate under their own applicable privacy policies and terms.

7. Email and Program Communications

If you provide your email address, you may receive communications such as:

- enrollment confirmations
- assessment-related information you have requested
- training and program-related communications
- payment confirmations
- failed-payment or payment-method notifications
- refund or cancellation communications
- administrative and customer-support messages

Where permitted, you may also receive marketing or educational communications relating to American Crisis Institute™ programs.

You may unsubscribe from non-essential marketing communications at any time.

Transactional or administrative communications relating to an active purchase, payment plan, refund request, account, or course enrollment may still be sent where reasonably necessary.

8. Training and Certification Data

Information associated with training participation, progress, assessment, or certification may be used for:

- program administration
- tracking course completion
- issuing certificates or credentials
- verification within the American Crisis Institute™ framework

Participation in Crisis Operator™ training and certification does **not** constitute licensure, professional authorization, or legal qualification.

Training programs are delivered primarily in a self-paced, online format unless explicitly stated otherwise.

9. Refund, Cancellation and Guarantee Data

Crisis Operator™ Level 1 is subject to the refund and cancellation terms described in our Terms of Service.

To administer the 30-day money-back guarantee, we may process information including:

- your name
- enrollment email address
- order or transaction reference
- enrollment and purchase date
- payment history
- date of a cancellation or refund request
- outcome of the request

To request cancellation and a refund under the 30-day money-back guarantee, your request must be sent to:

training@americancrisisinstitute.com

from the email address used for enrollment and must be received within **thirty (30) calendar days of your enrollment date**.

No reason or justification is required to request a refund within the applicable guarantee period.

10. Data Sharing

We may share information with trusted service providers where reasonably necessary to operate the Services, process payments, deliver training, communicate with users, analyze performance, prevent fraud, or comply with legal obligations.

We do not sell or rent personal information to third-party marketers.

Technical, pseudonymous, aggregated, or event-level information may be processed by analytics, advertising, attribution, or technology providers in connection with measurement, platform functionality, and campaign performance, subject to applicable law.

We may also disclose information where reasonably necessary to comply with law, legal process, regulatory requirements, or to protect the rights, safety, property, and security of Crisis Control Solutions LLC, our users, or others.

11. Data Retention

We retain information only for as long as reasonably necessary to:

- provide and administer the Services
- maintain enrollment and training records
- process payments, refunds, and payment disputes
- maintain financial and transaction records
- comply with tax, accounting, legal, and regulatory obligations
- establish, exercise, or defend legal claims
- prevent fraud and misuse

Information that is no longer reasonably necessary may be deleted, anonymized, or retained only as required by applicable law.

12. Data Security

We use reasonable administrative, technical, and organizational safeguards appropriate to the nature of the information we process.

However, no online service, storage system, or electronic transmission can be guaranteed to be completely secure.

13. Privacy Rights

Depending on your state of residence and applicable law, you may have certain rights regarding your personal information.

These may include rights to request access to, correction of, deletion of, or information about certain processing of personal information, as provided by applicable law.

To submit a privacy-related request, contact:

training@americancrisisinstitute.com

We may need to verify your identity before completing certain requests.

Nothing in this Privacy Policy is intended to limit rights that cannot lawfully be limited.

14. U.S. Users and Jurisdiction

Crisis Operator™ is operated by Crisis Control Solutions LLC, a Florida limited liability company.

The Services are primarily intended for users located in the United States.

Personal information is processed in accordance with applicable U.S. federal and state laws.

Users accessing the Services from outside the United States do so at their own initiative and may be subject to additional laws applicable in their jurisdiction.

15. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes to our Services, technology, business practices, or legal requirements.

The current version will be made available through the Crisis Operator™ online ecosystem with an updated "Last updated" date.

16. Company Information and Contact

Crisis Operator™ and American Crisis Institute™ are brands operated by:

Crisis Control Solutions LLC

4851 Tamiami Trail N
Suite 200
Naples, FL 34103
United States

For privacy-related inquiries, contact:

training@americancrisisinstitute.com

+1 (786) 310-0441