

PRIVACY POLICY

Independent Cylinder Training

Last updated: July 22, 2026

Independent Cylinder Training (“ICT,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information when you visit our website, create an account, enroll in a course, attend a webinar, purchase a product or service, or otherwise interact with us.

1. Information We Collect

Information You Provide

- Name
- Company name and job title
- Mailing and billing addresses
- Email address and telephone number
- Account login information
- Course registrations and purchase history
- Training records, course progress, quiz results, and completion information
- Certificates and related training documentation
- Communications, survey responses, and customer-support requests
- Information submitted when registering for or attending a live webinar

Please do not provide sensitive personal information unless it is specifically requested and necessary for the service being provided.

Payment Information

Payments may be processed through Thinkific or a third-party payment processor. ICT does not receive or store complete credit-card numbers. Payment processors may collect billing and payment information under their own privacy policies.

Information Collected Automatically

When you use our website or courses, we and our service providers may automatically collect:

- IP address
- Browser and device information
- Operating system
- Pages viewed and links selected
- Login, course-access, and activity information
- Referring website
- Approximate location derived from an IP address
- Cookie and similar technology information

2. How We Use Information

We may use personal information to:

- Create and administer user accounts

- Process enrollments, purchases, and payments
- Deliver online courses, live webinars, course materials, and certificates
- Track participation, progress, assessment results, and course completion
- Provide customer service and technical support
- Send enrollment confirmations, course reminders, webinar links, schedule changes, and other service-related communications
- Maintain training and business records
- Improve our courses, services, website, and customer experience
- Send newsletters, course announcements, training tips, company news, and regulatory or industry updates
- Detect fraud, misuse, security incidents, and technical problems
- Enforce our agreements and protect our legal rights
- Comply with applicable laws, regulations, legal processes, and governmental requests

3. Marketing Communications

If you subscribe to our mailing list, request information, register for training, or otherwise permit us to contact you, we may send promotional emails about courses, services, company news, and industry updates.

You may unsubscribe from promotional emails at any time by using the unsubscribe link contained in the message or by contacting us. Unsubscribing from marketing messages will not prevent us from sending necessary account, purchase, course, certificate, or service-related communications.

Our marketing emails may be delivered through Constant Contact or another email-service provider.

4. How We Share Information

We do not sell personal information for money.

We may disclose information to service providers that help us operate our business, including:

- Thinkific, which hosts and administers our online training site
- Payment processors
- Constant Contact or other email-marketing providers
- Zoom or other webinar and videoconferencing providers
- Website hosting, analytics, communications, security, and technical-support providers
- Accountants, attorneys, insurers, and other professional advisers

These providers may process information only as necessary to perform services for us and according to their own contractual and legal obligations.

We may also disclose information:

- When required by law, subpoena, court order, or governmental request
- To investigate suspected fraud, security incidents, or unlawful conduct
- To enforce our agreements or protect the rights and safety of ICT, our customers, or others
- In connection with a merger, sale, reorganization, financing, or transfer of all or part of our business
- With your direction or consent

If an employer or organization purchases or arranges training for you, we may provide that organization with relevant enrollment, attendance, progress, completion, assessment, and certificate information.

5. Thinkific

Our online courses are provided through the Thinkific platform. Thinkific processes student and customer information to provide account management, course delivery, payment, reporting, security, and related services. Thinkific's processing of information is also governed by its own privacy policy, available at <https://www.thinkific.com/privacy-policy/>.

6. Cookies and Analytics

Our site and its service providers may use cookies and similar technologies to:

- Keep users signed in
- Remember settings and preferences
- Operate shopping-cart and checkout functions
- Understand website and course usage
- Measure performance
- Improve security and functionality
- Support marketing and communications

You may be able to restrict cookies through your browser settings. Blocking certain cookies may prevent portions of the website or course platform from functioning properly.

Where required by applicable law, we will request consent before using nonessential cookies.

7. Data Retention

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

- Provide courses and services
- Maintain training, certificate, transaction, tax, and business records
- Meet contractual and regulatory obligations
- Resolve disputes
- Prevent fraud and enforce our agreements

Retention periods may vary depending on the type of information and the purpose for which it was collected. Some training and transaction records may be retained after an account is closed when necessary for legitimate business or legal purposes.

8. Data Security

We use reasonable administrative, technical, and organizational safeguards intended to protect personal information. However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

You are responsible for protecting your password and account credentials. Please notify us promptly if you believe your account has been accessed without authorization.

9. Your Privacy Choices and Rights

Depending on your location and applicable law, you may have the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate information
- Request deletion of certain information

- Request a portable copy of certain information
- Object to or restrict certain processing
- Withdraw consent when processing is based on consent
- Opt out of promotional communications
- Appeal a decision concerning a privacy request

These rights may be subject to legal exceptions, identity verification, and record-retention requirements.

To submit a privacy request, contact us using the information below. We will not discriminate against you for exercising an applicable privacy right.

10. International Users

ICT is based in the United States. If you access our services from another country, your information may be transferred to and processed in the United States or other locations where our service providers operate.

Where applicable, we rely on consent, contractual necessity, legitimate interests, legal obligations, and approved data-transfer mechanisms to process personal information.

11. Children's Privacy

Our courses and services are intended for adults and workplace training participants. They are not directed to children under 13, and we do not knowingly collect personal information from children under 13.

If you believe a child has provided personal information to us, please contact us so we can review and, when appropriate, delete it.

12. Third-Party Links

Our website and courses may contain links to external websites or resources. ICT is not responsible for the privacy, security, or content practices of third parties. You should review the privacy policy of any external site you visit.

13. Changes to This Policy

We may update this Privacy Policy periodically. The revised policy will be posted on this page with a new "Last updated" date. Material changes may also be communicated through the website, course platform, or email when appropriate.

14. Contact Us

Questions, requests, or concerns regarding this Privacy Policy may be directed to:

Organization	Independent Cylinder Training
Attention	Privacy
Email	amy@amybruecks.com
Mailing address	P.O. Box 850525, Yukon, OK 73085
Location	Oklahoma, United States

