



ORGANIZATIONAL MEMBER BENEFIT: ZOOM LICENSES Refund & Privacy Policy

Refund Policy

You may cancel any or all of your Zoom licenses at any time. The licenses you canceled will last through the end of the month you canceled in. You will be refunded for the remaining months on the canceled licenses. Please request a refund by emailing us at zoomsupport@proliteracy.org.

Privacy Policy

Since you are creating a Zoom account through ProLiteracy, both Zoom and ProLiteracy have access to some of your data. Below is an explanation of the data ProLiteracy has access to, and how we will use (or not use) it. You should also read Zoom's privacy statement (link to <https://zoom.us/privacy>).

Data Collected and Stored

Here is the data we and Zoom collect

1. Each license you request must have a unique, active **email address**. ProLiteracy and Zoom have a record of that email.
2. When you sign in to your Zoom account, you must enter **your name** and a **password**. Zoom stores your password. ProLiteracy and Zoom have a record of your name.
3. If you require registration for a meeting or webinar, participants will enter their **name** and **email address**. These are stored by Zoom so you can run reports on who registered and who attended. ProLiteracy has access to this information.
4. When you schedule a meeting or a webinar, Zoom stores the meeting and webinar information, including **title** and **date and time**. ProLiteracy has access to this information.

How ProLiteracy will and will not use data

1. We will use the account email address to notify you of **important information regarding your account**.
2. We **will not** use the account email address to **market to you**.
3. We **will not use the personal information of your meeting registrants**, such as name or email address, for any reason.
4. We **will collect and aggregate usage data**, such as the number of trainings member programs offered per week or month, and the number of attendees in those trainings.