



Helping You Get It Done!

HELP ME PASS!, LLC

PRIVACY POLICY

Effective Date: October 1, 2026 | Last Updated: October 1, 2026

IMPORTANT:

THIS POLICY EXPLAINS WHAT INFORMATION WE COLLECT, HOW WE USE AND DISCLOSE IT, AND THE CHOICES THAT MAY BE AVAILABLE TO YOU.

1. Scope and Who We Are

This Privacy Policy describes how HELP ME PASS!, LLC, a Texas limited liability company ("HELP ME PASS!", "Company," "we," "us," or "our"), collects, uses, discloses, retains, and protects personal information. It applies online and offline, including to helpmepass.org; registration and checkout pages; free and paid masterclasses; in-person and virtual workshops; VIP intensives and one-on-one sessions; coaching; memberships; courses; workbooks; study guides; recordings; digital content; communities; events; consulting; surveys; communications; and related services (collectively, the "Services").

This Policy does not govern a third party's independent privacy practices. When a third-party platform, venue, payment provider, lender, social network, or website controls its own collection or use of information, its privacy policy also applies.

2. Personal Information We May Collect

The information we collect depends on how you interact with the Services. We may collect the following categories:

- Identity and contact information, such as name, email address, telephone number, mailing or billing address, username, account identifier, signature, and emergency contact when reasonably needed for an event.
- Age information, such as age, date of birth when legally or operationally necessary, or an age-range selection. We generally need only an age group unless a specific transaction, platform, consent, or legal requirement calls for more precise information.
- Payment and transaction information, such as billing address, cardholder name, payment method, card brand, last four digits, expiration information, transaction identifiers, receipts, purchase history, installment status, refunds, disputes, and fraud-screening results. Full payment-card numbers and security codes are generally entered into and processed by third-party payment processors rather than stored by us, although the checkout interface may display our branding. Do not send full card numbers or security codes by email, text, or ordinary messaging.
- Educational, professional, and exam-preparation information, such as exam or credential sought, testing history, anticipated test date, study habits, areas of difficulty, goals, profession, employer or school affiliation, licensure status, and information you choose to share about exam performance.
- Service and learning activity, such as registrations, attendance, appointment history, session notes, workbook or course progress, answers and entries, downloads, completion status, timestamps, community activity, access logs, and participation records.
- Communications and submitted content, including emails, texts, calls, support inquiries, survey responses, intake forms, testimonials, reviews, feedback, photographs, audio or video, chat messages, comments, documents, and other information you provide.
- Device, internet, and usage information, such as IP address, browser and device type, operating system, referring pages, pages or features used, dates and times, approximate location inferred from IP address, cookie or similar identifiers, and diagnostic, security, or performance data.
- Marketing and preference information, such as communication choices, interests, event preferences, referral source, promotion responses, and interactions with emails, advertisements, or social-media content.
- Verification, safety, and fraud-prevention information, such as identity or cardholder verification, device and login information, attendance evidence, signed acknowledgments, transaction records, communications, dispute documentation, security alerts, and records reasonably needed to investigate abuse, protect participants, or establish delivery and authorization.
- Information from organizational clients or partners. If an employer, school, sponsor, or other organization purchases or administers Services, we may receive roster, contact, enrollment, participation, progress, completion, or outcome information as permitted by the arrangement and applicable law.
- Other information you voluntarily provide or that we identify at the point of collection. Please avoid submitting Social Security numbers, government identification numbers, medical records, full financial

credentials, or other highly sensitive information unless we specifically request it through an approved secure method and explain why it is needed.

3. Sources of Personal Information

We may collect information directly from you; automatically through websites, emails, devices, cookies, pixels, and similar technologies; from payment processors, financing providers, scheduling systems, course or community platforms, video-conferencing services, shipping providers, analytics and advertising providers, social networks, and fraud-prevention services; from an employer, school, sponsor, referral partner, or another person registering or paying for you; and from lawful public sources. If you provide information about another person, you represent that you are authorized to do so and will provide any notice or consent required by law.

4. How We Use Personal Information

We may use personal information to:

- Provide, personalize, administer, schedule, and improve the Services; process registrations, payments, financing, shipments, access, attendance, and customer support.
- Communicate about purchases, appointments, events, course access, workbooks, policy changes, safety matters, and other service-related information.
- Send marketing emails or text messages where permitted, measure campaign performance, and personalize offers. Consent to marketing texts is not a condition of purchase, and message/data rates may apply.
- Evaluate learning needs, document participation and progress, support coaching, develop aggregated or de-identified insights, and improve curricula, products, and business operations.
- Authenticate users; prevent account sharing, fraud, chargeback abuse, security incidents, and unlawful conduct; investigate complaints or disputes; enforce agreements; and protect rights, safety, property, and service integrity.
- Comply with law, tax and accounting duties, subpoenas, court orders, regulatory requests, accessibility obligations, and lawful claims; establish, exercise, or defend legal rights.
- Carry out another purpose disclosed when information is collected or with your consent.

5. Payments and Financing

Payments may be processed by third-party processors or financing providers. Those providers may collect and independently use payment-card information, billing address, identity-verification information, device information, and transaction data under their own privacy notices. We may receive confirmation, limited card details, transaction status, financing status, and records needed for accounting, customer service, fraud prevention, and dispute response. We do not promise that a payment provider will approve a transaction or financing application.

6. Cookies, Analytics, and Advertising Technologies

We and our providers may use cookies, pixels, tags, local storage, software development kits, and similar technologies to keep websites functioning, remember preferences, understand traffic and usage, measure email or advertising performance, prevent fraud, and personalize content or marketing. Some technologies may allow analytics, social-media, or advertising partners to receive identifiers and internet activity. Under some state laws, certain advertising disclosures may be considered a "sale," "sharing," or targeted advertising even when no money changes hands.

You may be able to manage cookies through a consent tool, browser settings, or device controls. Blocking necessary cookies may impair the Services. Where required by law, we will honor applicable opt-out

mechanisms, including recognized browser-based preference signals, after they are configured for our Services.

7. When We Disclose Personal Information

We may disclose personal information to:

- Service providers and contractors that support payment processing, financing, website hosting, registration, scheduling, email/SMS delivery, video meetings, course or community platforms, shipping, analytics, advertising, professional services, customer support, security, fraud prevention, recordkeeping, and business operations.
- Venues, instructors, facilitators, contractors, and event partners as reasonably necessary to provide a workshop, session, accommodation, or other Service.
- An employer, school, sponsor, or organizational client that purchased, authorized, or administers a Service, subject to the relevant agreement, notice, and applicable law. Information may include enrollment, attendance, progress, completion, and outcome data, but not more than reasonably necessary.
- Payment networks, financial institutions, lenders, insurers, platforms, counsel, auditors, regulators, courts, arbitrators, law enforcement, and other appropriate recipients to verify transactions, respond to disputes, investigate suspected fraud or threats, comply with law, or protect legal rights and safety.
- A buyer, investor, lender, advisor, successor, or other participant in a proposed or completed merger, financing, reorganization, sale, transfer, bankruptcy, or similar business transaction, subject to appropriate protections where required.
- Other recipients at your direction, with your consent, or as otherwise disclosed when information is collected.

We may also use and disclose information that is aggregated or de-identified so it cannot reasonably be linked to you. We will not attempt to re-identify de-identified information except as permitted to test whether de-identification measures work.

8. Sale and Sharing Statement

We do not sell personal information for money. We do not knowingly sell or share personal information of consumers under 16 for cross-context behavioral advertising. However, use of some advertising or analytics technologies could be treated as a sale, sharing, or targeted advertising under certain state laws. If those laws apply to our activities, we will provide the required notice and opt-out method. This statement must be updated if our actual advertising practices change.

9. Email, Text Messages, and Telephone Communications

You may unsubscribe from marketing emails by replying STOP. You may opt out of marketing texts by replying STOP or following the instructions provided. We may send nonmarketing communications reasonably necessary for a transaction, account, appointment, event, safety issue, or legal notice. Opting out of marketing does not prevent those service communications. We may monitor or record calls only after providing any notice and obtaining any consent required by applicable law.

10. Events, Recordings, Photographs, and Testimonials

We may collect attendance information and, where disclosed, photographs, audio, video, chat, or other event content. We will provide legally sufficient notice and obtain any additional consent required for recording or promotional use. A separate release may apply. Please do not capture or publish another participant's personal information without permission. Testimonials and identifiable success stories will be used for

promotional purposes only with any consent required by law; you may contact us about future use, but withdrawal ordinarily will not require recall of materials already lawfully produced or distributed.

11. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Policy, including to provide Services; maintain transaction, attendance, consent, delivery, and learning records; preserve intellectual-property and security evidence; respond to complaints or payment disputes; satisfy tax, accounting, insurance, contractual, and legal obligations; and establish, exercise, or defend claims. Retention periods vary by record type, sensitivity, legal requirements, and operational need. We may delete or de-identify information when it is no longer reasonably needed. Backup copies may remain for a limited period until overwritten or isolated from active use.

12. Data Security

We use reasonable administrative, technical, and physical safeguards appropriate to the nature of the information and our operations. No transmission, storage system, or security measure is completely secure, and we cannot guarantee absolute security. You are responsible for safeguarding passwords, access links, and devices and for notifying us promptly at info@helpmepass.org if you suspect unauthorized access. Do not send highly sensitive information through unsecured channels.

13. Your Privacy Choices and Rights

Depending on where you reside and whether a law applies to HELP ME PASS!, you may have rights to request access to or confirmation of personal information; correction; deletion; a portable copy; information about categories, sources, purposes, and recipients; or an opt-out of sale, sharing, targeted advertising, or certain profiling. You may also have a right to appeal a denied request and to be free from unlawful discrimination for exercising a privacy right.

Submit a request to info@helpmepass.org. Describe the right you wish to exercise and provide enough information for us to identify relevant records. We may verify your identity and authority, request clarification, deny or limit a request where permitted, and retain a record of the request. An authorized agent may submit a request where allowed, but we may require proof of authorization and identity. We will respond within the period required by applicable law.

These rights are not absolute. We may retain or withhold information as permitted for transaction completion, security, fraud prevention, legal compliance, internal uses compatible with reasonable expectations, free speech, intellectual property, or the establishment, exercise, or defense of legal claims.

14. Children's Privacy

The Services are designed for adults and are not directed to children under 13. We do not knowingly collect personal information online from a child under 13 without legally required parental consent. If we learn that we collected such information without proper authorization, we will take reasonable steps to delete it. A parent or guardian who believes a child provided information should contact info@helpmepass.org. Participants under 18 may use a Service only with any authorization required by our Terms and applicable law.

15. Sensitive and Regulated Information

HELP ME PASS! provides exam-preparation education and is not a healthcare provider, financial institution, credit bureau, licensing board, or government agency. Information you voluntarily share about health, disability, accommodations, finances, or exam history may be sensitive. Provide only what is reasonably necessary. We will use accommodation information to evaluate and provide lawful accommodations, administer Services,

protect safety, and satisfy legal obligations. Do not assume that information submitted to us is protected by HIPAA, FERPA, bank-secrecy laws, or another sector-specific law unless that law actually applies to the particular relationship and information.

16. Third-Party Services and External Links

The Services may link to or integrate with third-party websites, payment and financing providers, social networks, communities, video platforms, scheduling tools, shipping providers, or other services. Their privacy practices are governed by their own notices, and we are not responsible for their independent conduct. Review those notices before providing information.

17. International Visitors

HELP ME PASS! is based in the United States. If you access the Services from another country, your information may be transferred to, stored in, and processed in the United States or other locations where we or our providers operate. Those locations may have different privacy laws. Where legally required, we will use an approved transfer mechanism or take other required steps.

18. Changes to This Policy

We may update this Policy to reflect changes in law, technology, Services, or practices. The revised version will state a new Last Updated date and will be posted or communicated as required by law. Material changes will apply prospectively unless law permits otherwise. We encourage you to review this Policy periodically.

19. Contact Information

HELP ME PASS!, LLC
401 Franklin Street, Suite 2400-127
Houston, TX 77002

Customer Support: info@helpmepass.org
Billing Disputes: info@helpmepass.org
Legal Notices: info@helpmepass.org
Accessibility: info@helpmepass.org
Website: <https://helpmepass.org>