



Readiness Xchange® Privacy Policy

Last updated: 10/14/2025

Readiness Xchange® (“we,” “us,” “our”) is a software platform. This Privacy Policy explains how we collect, use, store, and protect information when organizations and their users access or interact with the Readiness Xchange® platform.

If you have questions, contact us at info@readinessxchange.com.

1. Information We Collect

We collect only the information necessary to operate the Readiness Xchange® platform and deliver insights. This may include:

Account Information

- Name
- Email address
- Role or permission level
- Organization name

Platform Usage Data

- Feature interactions
- Readiness and adoption inputs (aggregated)
- Session logs
- Device and browser information

Optional Input Data

- Team feedback
- Survey responses

- Comments or notes entered into the platform

Technical Data

- IP address
- Authentication and session data
- Cookies used for security and platform function

We do **not** require or store unnecessary personal data.

2. How We Use the Information

We use collected information to:

- Provide and improve the Readiness Xchange® platform
- Generate readiness, adoption, sentiment, and trend insights
- Support user authentication and secure access
- Respond to customer support requests
- Maintain platform security
- Enhance system performance and roadmap development

We follow principles of **data minimization, purpose limitation, secure storage, and transparency.**

3. Data Masking & Role-Based Visibility

Readiness Xchange® uses **screen-level masking** for sensitive fields. Certain details (such as email address) may be blurred or hidden by default and only revealed when a user hovers or clicks, according to their role permissions.

This reduces accidental exposure during:

- Meetings
- Screen sharing
- Presentations
- Team reviews

Users only see information relevant to the permissions assigned by their organization.

4. Data Sharing

We do **not** sell, trade, or rent personal data.

We may share data with:

- **Azure cloud hosting**, for secure platform operation
- Service providers assisting with authentication, analytics, or system performance
- Internal team members who require access for support or maintenance

We may disclose information if required by law.

5. Security Measures

We use **industry-standard technical and organizational safeguards**, including:

- Encryption in transit and at rest
- Azure secure cloud infrastructure
- Role-based access control
- Secure authentication practices
- Limited employee access to operational data
- Screen-level masking to protect sensitive details

These measures help prevent unauthorized access, alteration, or disclosure.

6. Data Retention

We retain data as long as an organization maintains an active Readiness Xchange® account.

Upon request (where applicable), organizations may:

- Request export of their data
- Request deletion of data
- Request closure of the account

7. Cookies and Tracking Technologies

We use essential cookies for:

- Authentication
- Security
- Session stability
- Basic usage analytics

Users may disable cookies in their browser, though platform functionality may be affected.

8. Your Rights

You have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate data
- Request deletion of your data
- Withdraw your consent at any time

To exercise these rights, please contact us using the information provided below.

info@readinessxchange.com.

9. Consent

By accessing or using the Readiness Xchange® platform, you acknowledge and agree to the data practices described in this policy.

10. Updates to This Policy

We may update this policy periodically. The updated version will be posted on our website, with the effective date noted above.

11. Contact Us

For privacy questions or requests, contact:

info@readinessxchange.com