

Quantum Leap Privacy Policy

1. Introduction

This Privacy Policy applies to all the products, services, websites and apps offered by Quantum Leap, LLC. We refer to those products, services, websites and apps collectively as the “services” in this policy.

References to "data" in this Privacy Policy will refer to whatever data or content you use within our services, including data collected in a form provided by us. Reference to personal information or just information, means information about you personally that we collect or for which we act as custodian.

2. Information we collect

2.1 Who are “you”?

We refer to “you” a lot in this Privacy Policy. To better understand what information is most relevant to you, see the following useful definitions.

Creators

You hold an account within a Quantum Leap service and you either directly create emails, surveys, forms, or questionnaires and you are reviewing email content, surveys, forms or applications within an account.

Respondents

You have received a survey, form, or questionnaire powered by a Quantum Leap service.

Website Visitor

You are visiting one of our websites.

2.2 Information we collect about you.

- **Contact Information** (for example an email address).
You might provide us with your contact information, through the course of interacting with our websites or services.
- **Usage information.**
We collect usage information about you whenever you interact with our websites and services, including web pages visited, links clicked and when you perform those actions.
- **Device and browser data.**
We collect information from the device and application you use to access our services. Device data mainly means your IP address, operating system version, device type, system and performance information, and browser type. If you are on a mobile device we also collect the UUID for that device.
- **Information from page tags.**
Emails sent by Quantum Leap or by users through our services include page tags that allow the sender to collect information about who opened those emails and clicked on links in them.
- **Log Data.**
Our web servers keep log files that record data each time a device accesses those servers. The log files contain data about the nature of each access, including originating IP addresses, internet service providers, the files viewed on our site (e.g., HTML pages, graphics, etc.), operating system versions, device type and timestamps.

If you are a Creator we will also collect:

Account Information

- **Registration information.**
We collect your first and last name, username or email address, and password when you register for a Quantum Leap account.

- Billing information.

We require you to provide your billing details, a name, address, email address and a billing address.

Use of some of our services will also result in us collecting the following data on your behalf:

- Contact information.

We allow you to import email addresses so you can send email, or fill in your form(s) via email. We don't use these email addresses for our own purposes or email them except at your direction. We never share these email addresses with others.

- Survey/form data.

We store your survey/form/application data (questions and responses) for you and provide analysis tools for you to use with respect to this data.

3. How we use the information we collect

3.1 Creator

We process personal data about you either with your consent or in order to:

Fulfill our contractual responsibility to deliver the services to you;

To pursue Quantum Leap's interests of:

improving service experience; and

developing new products and service features.

In each of the instances where we describe how we use your data in this privacy policy, we have identified which of these grounds for processing we are relying upon.

You have consented to us using certain types of cookies on our websites. In particular we use:

Page tags and web beacons.

We collect information from page tags and web beacons to allow us to determine the success of our advertising campaigns. We also use page tags to allow the email sender (for a survey or form for example) to measure the performance of their email messaging and to learn how to improve email deliverability and open rates.

We process your personal information in the following categories of data for legitimate interests pursued by us, which are described in detail in this privacy policy. We have undertaken to ensure that we place clear limitations on each of these uses so that your privacy is respected and only the information necessary to achieve these legitimate aims is used. Our primary goal is to improve upon and make sure our services and messaging are relevant for all our users, while also ensuring that personal information of all users is respected and protected.

Contact Information.

We use contact information to respond to your inquiries, send you information as part of the services, and send you marketing information (for as long as you do not opt-out).

How you use our services.

We use information about how you use our services to improve our services for you and all users.

Device data.

We use device data both to troubleshoot problems with our service and to make improvements to it. We also infer your geographic location based on your IP address.

Log data.

We use log data for many different business purposes to include:

- To monitor abuse and troubleshoot.

- To create new services, features, content or make recommendations.

- To track behavior at the aggregate/anonymous level to identify and understand trends in the various interactions with our services.

- To fix bugs and troubleshoot product functionality.

More details: Your IP address is used to determine where an unknown/unauthorized access may have occurred in your account (abuse monitoring).

Third parties and integrations.

To personalize our services for you; and

Ensure you can use our service in conjunction with other services.

Log data.

We use log data for many different business purposes to include

- To monitor abuse and troubleshoot.

- To create new services, features, content or make recommendations.

- To track behavior at the aggregate/anonymous level to identify and understand trends in the various interactions with our services.

- To fix bugs and troubleshoot product functionality.

More details: Your IP address is used to determine where an unknown/unauthorized access may have occurred in your account (abuse monitoring).

Sales and Marketing uses.

To manage our services we will also internally use your information and data, for the following limited purposes:

- To enforce our agreements where applicable.

- To prevent potentially illegal activities.

- To screen for and prevent undesirable or abusive activity. For example, we have automated systems that screen content for phishing activities, spam, and fraud.

Legal uses.

To respond to legal requests or prevent fraud, we may need to use and disclose information or data we hold about you. If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.

We collect and use the following data on the basis that we have to use this information in order to fulfill our contract with you:

Your Account Information.

We need to use your account data to run your account, provide you with services, bill you for our services, provide you with customer support, and contact you about your service or account. We occasionally send you communications of a transactional nature (e.g. service-related announcements, billing-related matters, changes to our services or policies, a welcome email when you first register). You cannot opt out of these communications since they are required to provide our services to you.

In relation to Survey/Form Data

Your Data.

We will never sell individual response data or identify / contact individual respondents except on your request or where required by law.

3.2 Respondent

We process your personal information in the following categories of data for legitimate interests pursued by us, which are described in detail in this privacy policy. We have undertaken to ensure that we place clear limitations on each of these uses so that your privacy is respected and only the information necessary to achieve these legitimate aims is used. Our primary goal is to improve upon and make sure our services and messaging are relevant for all our users, while also ensuring that personal information of all users is respected and protected.

Cookies (to include page tags).

We collect information using cookies when you take a survey. These cookies are used to ensure that the full functionality of our survey service is operational, to ensure the survey operates appropriately and optimally. After completion of a survey, in most cases, you will be re-directed to our website and treated as a website visitor where

other cookies may be used so you should read our Website Visitor section if this is of interest to you.

Examples

We use page tags to allow the email sender (for a survey or form for example) to measure the performance of email messaging and to learn how to improve email deliverability and open rates.

Log data.

We use log data for many different business purposes to include:

- To monitor abuse and troubleshoot.

- To create new services, features, content or make recommendations.

- To track behavior at the aggregate/anonymous level to identify and understand trends in the various interactions with our services.

- To fix bugs and troubleshoot product functionality.

Third parties and integrations.

We will collect and use information from third parties and integration partners to facilitate Creators in sending surveys/forms/applications/questionnaires to you.

- To enforce our agreements where applicable.

- To prevent potentially illegal activities.

- To screen for and prevent undesirable or abusive activity. For example, we have automated systems that screen content for phishing activities, spam, and fraud.

Legal uses.

To respond to legal requests or prevent fraud, we may need to disclose any information or data we hold about you. If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.

Use of Quantum Leap Survey/Form responses

In general Survey/Form responses to Quantum Leap are controlled and managed by the Creator (the person who sent or deployed that survey). Our role at Quantum Leap is to process those responses on behalf of the Creator.

Quantum Leap uses data in the ways described below, for legitimate interests pursued by it which are described in this section:

3.3 Visitor

We process personal data about you where:

You have consented or; Quantum Leap has legitimate interests of:

- Improving service experience; and

- Developing new products and service features.

In each of the instances where we describe how we use your data in this privacy policy, we have identified which of these grounds for processing we are relying upon.

When you have consented we collect and use the following information about you:

Contact Information.

We use contact information to respond to your inquiries, send you information as part of the services, and send you marketing information (as long as you have agreed to this at the point of providing your information and for as long as you do not opt-out).

How you use our services.

We use information about how you have interacted with our websites to improve our website services for you and all users. Some examples relevant to you:

Examples

We collect information about the webpages you have visited and your activity on our sites. We collect this information so that we can track the most visited and most useful parts of our website to identify what are our most popular services.

As a result of the above data we collect, we also carry out the following:

We process your personal information in the following categories of data for legitimate interests pursued by us, which are described in detail in this privacy policy. We have undertaken to ensure that we place clear limitations on each of these uses so that your privacy is respected and only the information necessary to achieve these legitimate aims is used. Our primary goal is to improve upon and make sure our services and messaging are relevant for all our users, while also ensuring that personal information of all users is respected and protected.

Device data.

We use device data both to troubleshoot problems with our service and to make improvements to it. We also infer your geographic location based on your IP address. Some examples relevant to you:

Examples

We collect device and browser information from you to troubleshoot website functionality issues and to fix bugs.

Log data.

We use log data for many different business purposes to include:

- To monitor abuse and troubleshoot.

- To track your preferences and create new services, features, content or make recommendations personalized for you.

- To track behavior at the aggregate/anonymous level to identify and understand trends in the various interactions with our services.

- To fix bugs and troubleshoot product functionality.

To manage our services we will also internally use your information and data, for the following limited purposes:

- To enforce our agreements where applicable.

To prevent potentially illegal activities.

To screen for and prevent undesirable or abusive activity. For example, we have automated systems that screen content for phishing activities, spam, and fraud.

Legal uses.

To respond to legal requests or prevent fraud, we may need to disclose any information or data we hold about you. If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.

4. Information you share

Many of our services let you share information with others. Remember that when you share information publicly, it can be indexable by search engines. Our services provide you with different options on sharing and deleting your content but we cannot delete content from search engines so you need to be careful about information you make public.

5. Information we share: Partners and Integrations

We do not share your information or data with third parties outside Quantum Leap except in the following limited circumstances:

If you are a Creator that is part of a team using Quantum Leap your account information and data will be shared with the primary administrator(s) and your survey data may also be visible to other members in your team with whom you share your surveys or with whom you collaborate.

To help us provide certain aspects of our services we use our affiliates and trusted key partners – in particular, we engage third parties to:

Help us track website conversion success metrics.

On your instructions, we share your information or data if you choose to use an integration in conjunction with Quantum Leap services, to the extent necessary to facilitate that use.

We also have to share information or data in order to:

Meet any applicable law, regulation, legal process or enforceable governmental request.

Enforce applicable policies, including investigation of potential violations.

Detect, prevent, or otherwise address fraud, security or technical issues.

Protect against harm to the rights, property or safety of our users, the public or to Quantum Leap and/or as required or permitted by law.

6. Cookies

We use cookies and similar technologies on our websites.

We use certain cookies and here in our Privacy Policy, that you agree to when you use our sites and, in the case of some cookies, for legitimate interests of delivering and optimizing our services (where the cookie delivers essential functionality). Cookies are small bits of data we store on the device you use to access our services so we can recognize repeat users. Each cookie expires after a certain period of time, depending on what we use it for. We use cookies and similar technologies for several reasons:

To make our site easier to use.

Creators if you use the “Remember me” feature when you sign into your account, we store your username in a cookie to make it quicker for you to sign in whenever you return to Quantum Leap.

For security reasons.

We use cookies to authenticate your identity and confirm whether you are currently logged into Quantum Leap.

To provide you with personalized content.

We store user preferences, device and browser information, your profile information which includes, the level of usage of service and the web-pages on our site which you visit, so we can personalize the content you see.

To improve our services.

We use cookies to measure your usage of our websites and track referral data. This information helps us to develop and improve our services (it helps us focus on the parts of the service you seem most interested in) and optimize the content we display to you.

7. Security

We have a security statement related to [available to view here.](#)

8. Data Retention

If you hold an account with Quantum Leap, we do not delete the data in your account – you are responsible for and control the time periods for which you retain this data. There are controls in your account where you can delete data at the account level (all data in your account). If you are a Respondent, you will need to ask the Creator how long your responses will be stored in Quantum Leap services.

9. Safety of Minors

Our services are not intended for and may not be used by minors. “Minors” are individuals under the age of 13 (or under a higher age if permitted by the laws of their residence). Quantum Leap does not knowingly collect personal data from Minors or allow them to register. If it comes to our attention that we have collected personal data from a Minor, we may delete this information without notice. If you have reason to believe that this has occurred, please contact supportteam@qleapahead.com

10. Changes to our privacy policy

We can make changes to this Privacy Policy from time to time. We will identify the changes we have made on this page. In circumstances where a change will materially change the way in which we collect or use your personal information or data, we will send a notice of this change to all of our account holders.

11. Personalized marketing

You can opt-out from direct marketing in your account and we provide opt-out options in all direct marketing emails. Finally, if you do not wish to see personalized marketing content on the web related to our service you can clear the cookies in your browser settings.

12. Who is my data controller?

As mentioned above – all response data at an individual level is controlled by the Creator. Quantum Leap can be a data controller of data about Respondents only in the very limited ways described in the section here called “[How we use the information we collect - Respondent](#)”.

For Creators, Respondents, Website Visitors and Panel who are addressed in this privacy policy and who are located outside the United States, your data controller is Quantum Leap, LLC, to the extent that it is processing your personal data.

13. Your rights

Some of you (in particular, European users) have certain legal rights to obtain information about whether we hold personal information about them, to access personal information we hold about them, and to obtain its correction, update, amendment or deletion in appropriate circumstances. Some of these rights may be subject to some exceptions or limitations. We will respond to your request to exercise these rights within a reasonable time (and in all cases within 30 days of receiving a request).

Rights which you are entitled to are:

- Data access rights
- Right to restrict processing
- Right of Rectification
- Right to Erasure (Right to be Forgotten)
- Right to object to processing
- Right to withdraw consent; and
- Data portability rights

Creator

Where you hold an account with any Quantum Leap service, you are entitled to a copy of all personal data which we hold in relation to you. You are also entitled to request that we restrict how we use your data or object to some aspect of our treatment of your data. You can access a lot of your data in your own account when you log in. However, if you want to obtain a full copy of all your data or to request a restriction / limitation in how we use your data, please contact supportteam@qleapahead.com.

By way of reminder, Quantum Leap also enables you to export your own response data from our system in a variety of formats so that you can back it up, or use it with other applications.

Respondent

Where you have responded to a survey or form sent to you by a Creator, using a Quantum Leap service, you will need to reach out directly to that individual or organization to discuss managing, deleting, accessing, restricting access to or otherwise withdrawing consent for use of, the information which you provided to them in your responses. Quantum Leap does not control your response data and, accordingly, is not in a position to directly handle these requests in relation to that data. If you are having difficulties finding this Creator you can contact us through our support team and we will try our best to help you.

Visitor

Where you have visited our website and you want to exercise any of the above rights please contact our support team here. Alternatively if your request is for the right to be forgotten as it relates only to our use of cookies you can achieve this by clearing the cookies in your browser settings.

14. Exercising your rights

Our Contact Information for Privacy Inquiries

Quantum Leap Service & Support Center
PO Box 368
Wappingers Falls, NY 12590
United States

supportteam@qleapahead.com

Complaints

If you are resident in the European Union and you are dissatisfied with how we have managed a complaint you have submitted to us, you are entitled to contact your local data protection supervisory authority.