

Privacy Notice

This is a Privacy Notice for Heavenly Care, Inc. (or “we” or “our” or “us”) as it relates to our online training at 123GoLearn.com. In addition, we follow Moodle Pty Ltd which can be reviewed at <https://moodle.com/privacy-notice/>.

As students enroll in our online courses at 123GoLearn.com, their private information is only available to other students enrolled if they wish. We will use their information to interact as it relates to course materials and sharing of special offerings and promotions. Email or telephone information provided by a student may also be used for our marketing efforts but will not be sold or shared with 3rd parties without student permission.

Pricing of courses offered

The regular cost of our online courses is set forth at \$17.50 per course unit (measured as one-hour credit).

Bulk course offerings purchased by facility owners and operators, will be for a period of 12 months starting with the day of payment or when the first employee of a given facility, enrolls in a continuing education course with us.

Long-term workers are encouraged to contact their employers to let them know how they can provide excellent continuing education to their employees at group rates.

Reduced course offerings to care facilities will be offered based on the number employees they pay for using this scale per course unit: 1 to 10 employee caregivers at \$8.50; 11 to 20 at \$7.50; greater than 20 at \$6.50.

Full payment is due within 30 days of the first employee enrollment unless otherwise agreed upon.

To avoid a \$25 processing fee, employers are encouraged to pay online at 123GoLearn.com (found under the Bundle category), or pay using the QR code stamped on our promotional postcard.

No refunds will be issued for unused course units.

When the number of employees exceeds the purchase agreement, it will be necessary for a facility to pay the regular cost of our online course rate of \$17.50 per hour per course unit unless otherwise agreed upon.

A facility (Adult Family Home, Assisted Living Facility, Nursing Home, or other care facility or agency) will take full responsibility for the use of the Enrollment Key (unique to each facility) that allows access to our online courses. Any misuse of the Enrollment Key whether intentional or un-intentional, will count towards the total amount of employees agreed upon. Students will be presented with a warning regarding any misuse with possible employment termination and/or legal ramifications. The enrollment key facilitates quick and easy access for long-term care workers to accomplish their continuing education.

Employers may request that a new Enrollment Key be issued at any time. Employees already enrolled would not be affected. Anyone enrolling subsequently, would have to have the new code as the other would become inactive.

Employers who do not want to use the enrollment keys, can provide a text file of all of the students that want to enroll containing the following four fields: username (lowercase), firstname, lastname, and email.

Employers can request a daily, weekly, or monthly report of the number of students enrolled representing their facility. A list of student names enrolled can be provided by request at any time.

We reserve the right to increase or decrease regular and/or group prices at any time for future agreements.

Refunds/Cancellations/Renewals

Courses offered are satisfaction guaranteed. If for any reason a student is not satisfied with the presentation materials, they can submit a request for a full refund, but not if a certificate has been issued.

Cancellations can occur if a student has not accessed their course six months.

Annual renewal is optional each 12 months as additional continuing education courses are available.

Mobile device usage

Students are encouraged to use the Moodle App available from the Apple App, Microsoft, or Google Play stores. They are always welcome to stream our courses online, however we reserve the right to restrict our online courses to an App (apps are available for the desktop and Mac as well) if Bandwidth on our server becomes an issue. The Apps are able to work offline once the course is downloaded (takes just a few minutes) therefore bandwidth is not an issue. Completion status requires connectivity again once an Activity or Course is completed.

Downloading an App and Registration are the first steps in getting started. For simplification, a student can use their own personal Microsoft, Google, or Facebook account to register. Creating a new account is also easy. After entering a user id, password, and email (other information if you like) an email verification will be sent to your inbox (Junk mail unless you have added 123GoLearn.com to your Safe Senders list). Click on the link to confirm your registration and then return to your App to begin a course.

Indemnification

Heavenly Care, Inc. will not be responsible for any misunderstanding of this agreement. Students also take full responsibility for information gained or action taken as a result of any of our course material.