

Privacy Policy

Service Quality Solutions LLC

("Service Quality Solutions" OR "COMPANY")

General

This website (the "Site") is owned and operated by **Service Quality Solutions LLC** ("COMPANY," "we" or "us"). By using the Site, you agree to be bound by these Terms of Service and to use the Site in accordance with these Terms of Service, our Privacy Policy, and any additional terms and conditions that may apply to specific sections of the Site or to products and services available through the Site or from COMPANY. Accessing the Site in any manner, whether automated or otherwise, constitutes use of the Site and your agreement to be bound by these Terms of Service.

We reserve the right to change these Privacy & Confidentiality Policy Terms or to impose new conditions on the use of the Site, from time to time, in which case we will post the revised Privacy Policy on this website. By continuing to use the Site after we post any such changes, you accept the Terms of this Privacy & Confidentiality, as modified.

By providing us with your data, you guarantee that you are over 21 years of age.

Contact Details

Our full details are:

Full name of legal Entity: **Service Quality Solutions LLC**

Email address: marlene@servicequalitysolutions.com

Address & Phone: **Service Quality Solutions, 125 McBride Ct, Roswell, GA 30075**

404-272-1559

Please let us know if your personal information changes, by emailing us at:
marlene@servicequalitysolutions.com

Information we collect and how we use it.

We will only use your personal data for the purpose it was collected for, or for a legally appropriate purpose if necessary. For more information, please email us at marlene@servicequalitysolutions.com

Information collected includes customer data for the purchase of goods or services, such as name, billing address, email address, phone number, contact details, and payment details. We may also collect and use user data, which includes data about how you use our website, as well as cookies. Marketing data may also be collected, which includes your preferences about which types of marketing you will receive from us.

We do not sell any personal data collected from the use of our website to a third party, except where required or allowed by law.

We may receive data from third parties such as analytics ([Google Analytics](#)) based outside the EU, advertising networks like Facebook based outside the EU, search information providers like Google, based outside the EU, providers of technical, payment, and delivery services, such as data brokers, as allowed by prevailing laws.

Marketing Communication from Us

We may send you marketing communications if 1) You purchased our services or goods in the past or 2) you opted in and agreed to receive marketing material from us, such as completing a form on our website. You can opt out of any email communications, at any time, using the link provided at the bottom of each marketing email OR by emailing us at marlene@servicequalitysolutions.com and requesting to be removed.

Privacy & Confidentiality Policy

We respect your privacy and must insist that you respect the privacy of fellow visitors and participants.

We respect your confidential and proprietary information ideas, plans and trade secrets (collectively, "Confidential Information") and must insist that you respect the same rights of the Company.

Thus, you agree:

- not to infringe on the Company's copyright, patent, trademark, trade secret, or other intellectual property rights.
- that any Confidential Information shared by any representative of the Company is confidential and Proprietary and belongs solely and exclusively to the Company.
- not to disclose such information to any other person or use it in any manner other than in discussion with the Company.
- that all materials and information provided to you by the Company are its confidential and proprietary intellectual property, belong solely and exclusively to the Company, and may only be used by you as authorized by the Company.
- the reproduction, distribution, and sale of these materials by anyone but the Company is strictly prohibited.
- that if you violate or display any likelihood of violating any of your agreements contained in this paragraph, the Company will be entitled to injunctive relief to prohibit any such violations to protect against the harm of such violations.

Content

- Education and information are intended for a general audience and do not purport to be, nor should it be construed as specific advice, therapy or counseling tailored to any individual.

- All materials, procedures, policies, and standards, all teaching manuals, all teaching aids, all supplements and the like that have been or will be made available by Service Quality Solutions, or any designated facilitators, or any other source, oral or written, are for use in or in conjunction with the Company's services or training programs only.
- Content is for individual use only, and may not be sold, tape recorded, videotaped, shared, taught, given away, or otherwise divulged without the express written consent of Service Quality Solutions, or its designated agent.
- The information contained in our materials is strictly for educational and business purposes. Therefore, if you or your organization wishes to apply ideas contained in this material, you are taking full responsibility for your actions.
- There is no guarantee, express or implied, that you will secure any money, gifts, or grants using the techniques and ideas in these materials. Examples in these materials are not to be interpreted as a promise or guarantee of fundraising success. Revenue potential is entirely dependent on the efforts and skills of the person or people applying all or part of the concepts, ideas, and strategies contained in our course materials.
- Service Quality Solutions and its officers, directors, and trainers disclaim any warranties (express or implied), of merchantability, or fitness for any particular purpose. Service Quality Solutions shall in no event be held liable to any party for any direct, indirect, punitive, special, incidental, or other consequential damages arising directly or indirectly from any use of this material, which is provided "as is," and without warranties.
- We assume no responsibility for errors or omissions that may appear in any materials.

Right to Use Name & Likeness

- Service Quality Solutions, and its agents and assigns, may your name, photograph, likeness, voice, testimonial, and biographical material, in whole or in part, for publication or reproduction in any medium, including but not limited to television, radio, print media, and the Internet, among others, for any purpose, including but not limited to public relations, education, advertising, marketing, training, and research. My consent extends to such use without restriction or limitation as to time or geographic boundary.
- I hereby waive all rights I may have to any claims or demands for payment or royalties in connection with the use of any of such materials, regardless of the purpose of such use or publication, and regardless of whether a fee is charged or collected by Service Quality Solutions for any product and/or service in connection with such use and publication. I also waive any right to inspect, review, or approve any photograph, recording, or other written material at any time, and waive the right to approve the use and medium of publication determined by Service Quality Solutions I understand that Service Quality Solutions owns all rights in and to any such photograph, recording, or testimonial, including any copyright and/or trademark relating to such use.

Release & Liability Waiver

In consideration of and as part of my payment for the right to participate in Service Quality Solutions services and programs, the undersigned, my heirs, executors, administrators, successors, and assigns do hereby release, waive, acquit, discharge, indemnify, defend, hold harmless, and forever discharge Service Quality Solutions and its subsidiaries, principals, directors, employees, agents, heirs, executors, administrators, successors, and assigns, and any of the training instructors, guides, staff, or students taking part in the training in any way as well as the venue where the services and programs are being held (if applicable) and any of its owners, executives, agents, or staff (hereinafter "Releases") of and from all actions, causes of

action, contracts, claims, suits, costs, demands, and damages of whatever nature or kind in law or in equity arising from my participation in the services or programs.

Service Quality Solutions shall in no event be held liable to any party for any direct, indirect, punitive, special, incidental, or other consequential damages arising directly or indirectly from any use of Service Quality Solutions programs or materials, which are provided "as is," and without warranties. We assume no responsibility for errors or omissions that may appear in any services or program materials.

All disputes arising under or concerning this Agreement are to be submitted to binding arbitration in Roswell, Ga.

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