

At Crystal Espanol Coaching and Consulting LLC, we take your privacy seriously. We want to provide a safe and enjoyable online experience for all of our website visitors at www.crystalespanol.com ("Website") To help you stay informed about the collection, use and disclosure of information we receive from both you and other users on this website, we have prepared this comprehensive Privacy Policy.

This Website is owned and operated by Crystal Espanol Coaching and Consulting LLC (the "Company or collectively referred to as "we" or "us"). By continuing to use this Website, you understand and agree to be bound by this Privacy Policy, and any dispute over privacy, is governed by this Privacy Policy, as well as the Terms of Service of this Website.

Specifically, this Privacy Policy outlines the types of information that we gather about you while you are using the Website, and the ways in which we use this information. This Privacy Policy, does not apply to any information you may provide to us or that we may collect offline and/or through other means (for example, at a live event, via telephone, or through the mail) insofar as the collected private data does not form a part of a filing system.

The Website may use Personally Identifiable Information (your name, e-mail address, street address, telephone number) subject to the terms of this privacy policy. We will never sell, barter, or rent your email address to any unauthorized third party.

What information do we collect?

On our Website, we will from time to time request certain information about you, and we may also collect other information automatically with no action on your part. It is important that you understand that we will only collect and process your personal data and information when there is a lawful bases to do so. For example, we have a lawful bases to collect and process your data if you provide us with consent, if we enter into a contractual relationship that allows us to collect and/or process your data, or if we otherwise have a legitimate interest in processing your personal data.

We may ask you for your name, e-mail address, mailing address, and/or phone number when you request information from our Website, schedule an appointment with us, download form(s), place an order, respond to a survey or fill out a form, or register for a webinar or masterclass. We will only ask you to provide the minimum data which is needed for completing the service you requested. For example, we will not ask you for your social security number when you schedule an appointment with us if it is not required to fulfill your request.

If you decide to order a product or service through our Website, we will maintain certain information about the products or services you purchase. In addition, you will be asked to provide the information necessary to process your payment when you checkout. In general, you will be asked to provide a debit or credit card, or possibly an e-check. In most situations, this information will be processed and captured by various third party vendors, including but not limited to certain payment processors and merchant account providers. None of this information will ever be captured or retained by the Company. Any third party vendors that we use as part of our business practices will be doing so in compliance with their own business terms and conditions, including their own privacy policies.

What do we use your information for?

Any of the information we collect from you may be used in one of the following ways: To personalize your experience, to improve our website, to improve customer service, to process transactions, administer a contest, promotion, survey or other website feature and to send periodic emails. With respect to your information, Company will not sell, exchange, transfer, or give to any other company for any reason whatsoever, without your consent, other than for the

express purpose of delivering the purchased product or service requested.

Do we disclose any information to outside parties?

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we are required to comply by law, enforce our Website policies, or protect ours or others rights, property, or safety.

Additionally, when you enroll in online courses, webinars, conference calls, etc.. or otherwise participate in online forums, chat rooms, comment on social media posts, you are voluntarily making your personal information available to third parties in an online environment. It is important that to note that when you engage in these type of online activities you information can be saved, viewed, copied, used, collected and/or saved by individuals other than employees or agents of the Company. We cannot and will not be held responsible or liable for any unauthorized use of your personal information that is collected in this manner.

How do we protect your information?

We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or provide your personal information. Unfortunately, with cybersecurity, there are no guarantees when it comes to the transmission or storage of electronic data online. The service providers we use have taken appropriate technological and organization measures to help protect your personal information from loss, theft, misuse and unauthorized access, disclosure, alteration and destruction. We cannot absolutely guarantee security of your personal information. There is always the possibility that your personal information, while being transmitted to or from us over the Internet, will be intercepted.

Please note that e-mail is not secure. If you provide us with any personal information via e-mail, we cannot guarantee its safety and will not be responsible if it is intercepted or stolen by third parties.

Your rights

You have the right to withdraw your consent on providing us your personal data, at any time, and to ask us to erase your data. You may ask to see your data that you gave to us, and thus to exercise your right to access data. If it happens that data you gave us is incorrect for any reason, you may ask for rectification of your data. You also have the right to ask for restriction of access to your data, in which case the data shall not be erased, but just access thereto shall be denied. Where you consented to give us data, or we process your data on the grounds of contract with you, if the processing is carried out by automated means, you may request that we send your data back in a structured way, and thus exercise your right to data portability.

Whom you may address to?

For any privacy issue that you are having with your data that you entrusted to us, regarding your rights as written above, we have opened an e-mail through which you may address us, and we shall come to you quickly. crystalespanol@gmail.com

Do we use cookies?

Yes. Cookies are small files that a website or its service provider transfers to your computers hard drive through your Web browser (if you allow) that enables the websites or service providers systems to recognize your browser and capture and remember certain information. We use

cookies to help us understand and save your preferences for future visits and compile aggregate data about Website traffic and Website interaction so that we can offer better website experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our Website visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business. However, if you still do not want us to place cookies to your computers, you may set your browser not to accept cookies.

Children's Policy

This Website is not directed to children under the age of eighteen and we do not knowingly collect personally identifiable information from children under the said age limits as part of the Website. If you become aware that a child has provided us with their personal information, please contact us immediately at crystalespanol@gmail.com. If we become aware that we have inadvertently received personally identifiable information from a child under the age of eighteen, we will take all reasonable steps to delete their information from our servers and database as soon as possible.

For California Residents

Pursuant to California's Online Privacy Protection Act, we do not currently honor the "do not track" signals issued by browsers or other third party sources.

If you are a minor, under the age of 18, and you have provided personal information or content to us in some manner, you have the right to request that we delete that information pursuant to the California Eraser Law. You may contact us at crystalespanol@gmail.com to make such a request.

For Visitors Outside the U.S.

Our Company, our Website, and all data that we store on servers and via third parties are all located in the United States. The internet laws of the United States shall govern all issues and matters related to this Website and information and materials it provides, whether paid or free. By using our Website and providing your personal information, you understand and expressly authorize that your personal information and data will be transferred to the United States.

Our Website and the products and services that we provide are directed towards citizens and residents of the United States.

Online Privacy Policy Only

This online privacy policy applies only to information collected through our Website and not to information collected offline, insofar it does not relate to filling offline systems.

Changes to this Policy

Company reserves the right to change this policy at any time. Please check this page periodically for changes. Your continued use of our Website following the posting of changes to these terms will mean you accept those changes. Information collected prior to the time any change is posted will be used according to the rules and laws that applied at the time the information was collected.

Governing law

This policy and the use of this Website are governed by laws of Philadelphia, PA USA. The

Company wishes to provide all its customers with the highest standards in privacy protection. If a dispute arises under this Policy we agree to first try to resolve it with the help of a mutually agreed-upon mediator in the following location: Philadelphia, PA. Any costs and fees other than attorney fees associated with the mediation will be shared equally by each of us. This statement and the policies outlined herein are not intended to and do not create any contractual or other legal rights in or on behalf of any party.

Contacting Us

If there are any questions regarding this privacy policy, you may contact us at crystalespanol@gmail.com.