

## Privacy Policy

Last Revised: June 11th, 2022

### 10.1 What information do we collect

**10.1.1** - We collect information from you when you complete a form, register on our sites, or place an order.

**10.1.2** - When ordering or registering on our sites, as appropriate, you may be asked to enter your: name, e-mail address, mailing address, phone number, or credit card information. You may, however, visit our site anonymously.

### 10.2 What do we use your information for

**10.2.1** - Any of the information we collect from you may be used in one of the following ways:

**10.2.2** - To personalize your experience (your information helps us to better respond to your individual needs)

**10.2.3** - To improve our website (we continually strive to improve our website offerings based on the information and feedback we receive from you)

**10.2.4** -To improve customer service (your information helps us to more effectively respond to your customer service requests and support needs).

**10.2.5** - To process transactions - Your information, whether public or private, will not be sold, exchanged, transferred, or given to any other company for any reason whatsoever, without your prior consent, other than for the express purpose of delivering the purchased product or service requested.

**10.2.6** - To send periodic emails -The email address you provide, will be used to send you information and updates pertaining to your order/account, our company, or our products / events.

**10.2.7** - To provide information to our partners - Information pertaining to your account, may be shared with the community in which you reside.

### **10.3 How do we protect your information?**

**10.3.1** - We implement a variety of security measures to maintain the safety of your personal information when you place an order or enter, submit, or access your personal information.

**10.3.2** - We offer the use of a secure server. All supplied sensitive/credit information is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our Payment gateway providers database only to be accessible by those authorized with special access rights to such systems, and are required to keep the information confidential. Systems are also enforced with Multi Factor Authentication, redundancy, and backups.

**10.3.3** - After a transaction, your private information (credit cards, social security numbers, financials, etc.) will be kept on file for more than 60 days in order to process reoccurring monthly transactions.

### **10.4 Do we use cookies**

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

**10.4.2** - We use cookies to further understand and save your preferences for future visits, keep track of advertisements and compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future. We may contract with third-party service providers to assist us in better understanding our site visitors. These service providers are not permitted to use the information collected on our behalf except to help us conduct and improve our business.

## **10.5 Do we disclose any information to outside parties**

**10.5.1** - 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 believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

## **10.6 Third-party links**

**10.6.1** - Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

## **10.7 Childrens Online Privacy Protection Act Compliance**

**10.7.1** - We are in compliance with the requirements of COPPA (Childrens Online Privacy Protection Act), we do not collect any information from anyone under 13 years of age. Our website, products and services are all directed to people who are at least 13 years old or older.

## **10.7 Online Privacy Policy Only**

**10.7.1** - This online privacy policy applies only to information collected through our website and not to information collected offline.

## **10.8 Terms and Conditions**

**10.8.1** - Please also visit our Terms and Conditions establishing the use, disclaimers, and limitations of liability governing the use of our website and services.

## **10.9 Your Consent**

**10.9.1** – BY USING OUR SITE, YOU ARE AGREEING AND ACKNOWLEDGING CONSENT TO OUR WEBSITE PRIVACY POLICY.

## **10.10 Changes to our Privacy Policy**

**10.10.1** - If we decide to change our privacy policy, we will post the changes on this page.

## **10.11 Contacting Us**

**10.11.1** - If there are any questions regarding this privacy policy you may contact us using the information below.



Cynetel Communications

26632 Towne Centre Drive #300

Foothill Ranch, CA 92610

ATTN: Privacy Department