

## **PRIVACY POLICY**

This Privacy Policy is included in our Terms of Service. By using this website or our online store, you agree to adhere to this Privacy Policy and our Terms of Service.

### **SECTION 1 – AGE RESTRICTIONS ON ACCESS AND PURCHASES**

You must be at least 18 years old to access this site. If you are under 18, you are prohibited from using this site for any purpose. You must be of the legal age required by your state or province to purchase our products. It is your responsibility to ensure you are legally permitted to buy our products.

### **SECTION 2 - INFORMATION WE COLLECT AND HOW WE USE IT**

When you make a purchase from our store, we collect personal information you provide, such as your name, address, email address, and order history. We also use cookies, web beacons, and other tools to gather information to enhance your experience using our store and site.

When you visit our site, certain information is automatically collected, including your device's Operating System (OS), Internet Protocol (IP) address (which may be used to determine your geolocation), access times, browser type and language, and the website you visited before arriving at our site. We also gather information on how you interact with our site, including the elements you engage with, metadata, and other details about these elements, change states, and other user actions.

**Email marketing:** By providing your email address, you consent to receiving emails from us about our store, new products, new brands under the Eco Relief Harmony portfolio, and other updates. You can unsubscribe from these emails at any time by clicking the “Unsubscribe” link included in each email.

**How we use your information:** Generally, we use the information we collect to provide, maintain, protect, and improve our current site and products, and to develop new products and brands. We use personal information collected through our site as described below and elsewhere in this Policy to:

- Facilitate the creation and securing of your account on our network;
- Identify you as a user in our system;
- Improve our products, site, and business operations;
- Understand and enhance your experience using our site and products;
- Provide and deliver the products and services you request;
- Respond to your comments or questions and for our Support team to provide service regarding Eco Relief Harmony and/or other brands within the Eco Relief Harmony portfolio of brands;
- Send you related information, including confirmations, invoices, technical notices, updates, security alerts, and support and administrative messages;

- Communicate with you about promotions, upcoming events, and news about products and services offered by Eco Relief Harmony, brands within the Eco Relief Harmony portfolio of brands, and our selected partners, and for other marketing purposes of Eco Relief Harmony;
- Link or combine your information with other information we obtain from third parties to help understand your needs and provide better service; and
- Protect, investigate, and deter against fraudulent, unauthorized, or illegal activity.

## SECTION 3 - CONSENT

### How do you get my consent?

By providing personal information to complete a transaction, place an order, arrange for delivery, or return a purchase, you consent to our collecting and using your information (your credit card information is discussed in Section 4 below).

### How do I withdraw my consent?

You may withdraw your consent for us to contact you by clicking the “Unsubscribe” link included in each email or by contacting us at [info@ecoreliefharmony.com](mailto:info@ecoreliefharmony.com).

## SECTION 4 - DISCLOSURE

We do not share your personal information with third parties without your consent, except in the following situations:

- **Third Party Service Providers:** With third parties who work on our behalf, provided these third parties offer at least the same level of privacy protection as required by this Privacy Policy;
- **Lawful Requests:** To comply with laws or respond to lawful requests and legal processes (we will endeavor to notify you at the address you have provided if we receive a lawful request for your information);
- **Protection of Rights and Property:** To protect the rights and property of Eco Relief Harmony, our agents, customers, and others, including enforcing our agreements, policies, and terms included in this Privacy Policy or our Terms of Service;
- **Emergency:** In an emergency, including to protect the personal safety of any person; and
- **Corporate Restructuring:** For business deals (or negotiations of business deals) involving a sale or transfer of all or part of our business or assets (business deals may include mergers, financing, acquisitions, divestitures, or dissolution transactions or proceedings). In the event of insolvency, bankruptcy, or receivership, personal information may also be transferred as a business asset. If another company acquires our company, business, or assets, that company will also acquire and possess the personal information collected by us and will assume the rights and obligations regarding your personal information as described in this Policy.

## **SECTION 5 – PAYMENT PROCESSING**

Our store is built on an e-commerce software platform called WooCommerce, which allows us to sell our products and services to you.

**Payment:** If you provide your credit card information during the payment process, we send it to our PCI-DSS compliant payment gateway for processing using SSL encryption technology. Your credit card information is stored for recurring subscription orders as well as within your account for a faster checkout experience.

All direct payment gateways comply with the standards set by PCI-DSS as managed by the PCI Security Standards Council, a joint effort of brands like Visa, MasterCard, American Express, and Discover.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and our payment processors and service providers.

## **SECTION 6 - THIRD-PARTY SERVICES**

Our Policy does not cover any third-party services. To learn about those third parties' privacy practices, please read their privacy policies.

**Links:** When you click on links on our store, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy policies.

## **SECTION 7 - SECURITY**

To protect your personal information, we take reasonable precautions and follow generally accepted industry practices to ensure it is not inappropriately lost, misused, accessed, disclosed, altered, or destroyed. Your personal information is protected by your password – never share this password with anyone. Eco Relief Harmony will never contact you to ask for your password.

If you provide your credit card information, it is transmitted to our server using secure socket layer technology (SSL), which employs the AES-256 encryption standard.

## **SECTION 8 - AGE OF CONSENT**

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and consent to any of your minor dependents using this site.

## **SECTION 9 – U.S. LAW APPLIES**

This site is intended for users located in the United States. By sending us your personal information from outside the U.S., you consent to the application of U.S. law and to the use and

disclosure of your personal information consistent with this Privacy Policy. It is your responsibility to determine whether accessing this site and purchasing our products is legal where you are. You access this site and purchase our products at your own risk and are responsible for compliance with all applicable laws, rules, regulations, and treaties.

#### **SECTION 10 - CHANGES TO THIS PRIVACY POLICY**

We reserve the right to modify this Privacy Policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. Eco Relief Harmony encourages visitors to check this page for any updates to its Privacy Policy.