

## **11<sup>th</sup> Hour Crafts & Flowers PRIVACY POLICY**

### **OVERVIEW**

11<sup>th</sup> Hour Crafts & Flowers respects your privacy and is committed to being transparent with you about how we handle personal information.

We acknowledge how important protecting your privacy and our policy is developed to help you in understanding how we collect use, and secure the personal information you provide to us and to assist you in making informed decisions when using our site. This privacy statement clarifies how and why 11<sup>th</sup> Hour Crafts & Flowers gathers, stores, uses, and distributes data when you visit our website or use our services. Reviewing this will assist you in comprehending your privacy rights and options.

11<sup>th</sup> Hour Crafts & Flowers platform is designed to sell custom arts & crafts, products, photoshoot sessions, products and services to clients and potential clients. This Privacy Policy applies when you access or use the services and offered through our platform (11<sup>th</sup> Hour Crafts & Flowers Services), or otherwise interact with us.

Please read this Privacy Policy carefully prior to accessing our Platform and using 11<sup>th</sup> Hour Crafts & Flowers Service. If you have any question or concerns, please contact us at [11thhourflowers@gmail.com](mailto:11thhourflowers@gmail.com) .

In this statement “Personal Data” refers to your name, number, email, finances, and online behavior

In this statement “11<sup>th</sup> Hour CAF” refers to 11<sup>th</sup> Hour Crafts & Flowers. This privacy statement only applies to the 11<sup>th</sup> Hour CAF products and services offered by 11<sup>th</sup> Hour Crafts & Flowers.

### **POLICY CONCERNING CHILDREN**

As stated in our Terms of Use, you must be at least 18 years old to use the Platform, if you are under the age of 13 or between ages of 13 and 18, you must

have your parent or guardian's permission to use the platform. 11<sup>th</sup> Hour CAF is committed to complying with the Children's Online Privacy Protection Act of 1998 (COPPA). 11<sup>th</sup> Hour CAF does not knowingly collect or store any personal information from or about children under the age of 13, and we will delete such information if we become aware that it has been submitted through our Platform. Parents or guardians who believe that 11<sup>th</sup> Hour CAF might have any personal information from or about a child under the age of 13 may submit a request to [11thhourflowers@gmail.com](mailto:11thhourflowers@gmail.com) for us to remove such information.

## **YOUR PRIVACY RIGHTS AND OPTIONS**

You have rights and options when it pertains to how your personal data is used, stored, shared, collected, and distributed.

## **UNDERSTANDING YOUR RIGHTS**

You have the right to demand a duplicate of the personal data we've collected about you within the past 12 months. You have the right to request a deletion of the personal data we've collected about you. If you'd like to view or request a deletion of your personal data, please contact us. Your request will not impact your quality of service, an upcharge in prices, or result in a denial of service for activating your privacy rights.

## **CONTACT INFORMATION:**

Email: [11thhourflowers@gmail.com](mailto:11thhourflowers@gmail.com)

Phone: 817-863-1460

If you decide to request a deletion of your personal data, you have options:

- Call or email us and request that we delete specific information
- Unsubscribe to your mailing list by clicking the unsubscribe button in our email
- Opt out by changing your notification in your account settings (Delete all information you added or close out account completely)

If you decide to request a deletion of your personal data, we'll still require some of your personal data so that we can:

- Comply with laws and customer service purposes
- Complete fulfillment of orders and service requests
- Conduct life coaching sessions and programs
- Respond to inquiries and Promotions
- Identify and prevent illegal and fraudulent activity
- Provide protection of legal rights for you and other site visitors

Privacy policies differ in different states. For some states privacy laws don't apply to personal data collected. Consumers may want to inquire information about their rights under US federal law.

## **UNDERSTANDING YOUR OPTIONS**

You have rights and options when it pertains to how your personal data is used, stored, shared, collected, and distributed. Here's a list of way you can tailor your options.

### **CHOOSE HOW WE COLLECT PERSONAL DATA**

You can choose to limit the amount of personal data you share when or services or site request it. It's vital that you understand that personal data assists us in providing a more tailored experience and customer service. Some personal data is required for our services to help us properly fulfill our service requirements.

For example, sharing your name, number, and email allows us to create an account for you. It also helps us to schedule sessions and send out notifications.

### **CHOOSE HOW WE COMMUNICATE WITH YOU**

You can choose how you communicate with us depending on the nature of your message or request. Some messages are optional but some messages contain important information. We use text messages, push notifications, emails and at times paper mail depending on the urgency of the situation and your desired communication option.

You can click the "UNSUBSCRIBE" button in our email to opt out of the mailing list. You can also opt out of text message by replying "STOP" or by changing your

notification in your account settings. You can also access your account and delete all previous information you added to your account.

## **TYPES OF DATA WE COLLECT**

We may gather your personal data when you register for our services. Such as payment information, device information, demographic, age and gender. We also gather data which may include your payment information, device information, demographic, age, and gender. Forum comments and info you post as a contribution to our website. Also demographic, age and gender, wix behavioral history through cookies, traffic and interactions with our website.

For an example when you create an account, make a payment, make a purchase on our website, leave comments and inquires, or join our form community.

If you utilize or services or visit our site without creating an account we'll still have to gather personal data, which may include your payment information, device information, demographic, age, and gender. Forum comments and info you post as a contribution to our website. Also demographic, age and gender, wix behavioral history through cookies, traffic and interactions with our website.

1. **Account Information:** To use certain features of our Platform (such as the forum feature or enroll in a photoshoot session), you'll need to register for an account with Level 27 Life Coaching & Advising. To do so you'll need to provide us with specific information, such as your name, email, address, and password.
2. **11<sup>th</sup> Hour Crafts & Flowers Plan or Booking a Session:** When you subscribe to be a client to a paid Level 27 Life Coaching & Advising plan we will collect certain personal information from you for the purposes of billing your subscription fees and any payment service fees, such as your billing address. You'll also need to provide certain payment related information directly to our third party-payment processors as described below.

3. **Client Payment Information:** If you purchase a coaching plan, book a session, service or purchase a product with 11<sup>th</sup> Hour CAF, you'll need to provide us with certain personal information, such as your name, address, and information about the service you're purchasing. You also need to provide certain payment-related information directly to our third party payment processors as described below.
4. **Third Party Payment Processors:** We use third party payment processors like PayPal and Stripe to process payments through the 11<sup>th</sup> Hour CAF Platform. For payments processed via 11<sup>th</sup> Hour CAF Native Gateways, the third party processor provides us with information related to the payment status of your account; this information includes your payment card type and last four digits, payment expiration date, zip code, approximate location based on IP address, country of origin, and any email address associated with the payment type. For security purposes, 11<sup>th</sup> Hour CAF does not collect or receive any sensitive payment information, such as your complete card number or authentication data. Our third-party payment processors are independent from 11<sup>th</sup> Hour CAF and have their own privacy processes and stored, we recommend that you review the applicable payment processor's Privacy Policy.
5. **Third Party Integrations:** You may allow our Platform to interact with third party services (such as Facebook and Zoom). The information you allow 11<sup>th</sup> Hour CAF to access varies by service, and it is affected by the privacy settings you and those that you are connected with establish while using such services. Third-party services are operated, controlled, and maintained by third parties not operated, controlled, or maintained by 11<sup>th</sup> Hour CAF.
6. **Other Personal Information:** You may choose to provide us with other personal information. For example, we may collect your name, email address and other personal information when you fill out a survey, participate in 11<sup>th</sup> Hour CAF contest, promotions, request customer support, forums, discussion boards, or communicate with us.

**PERSONAL INFORMATION:**

- Email Address
- Phone Number
- IP Address
- Address
- First and Last Name
- Parental contact information: Name, Email, Phone, Address (If Necessary)
- Wix Behavioral history through Cookies

**FINANCIAL AND RECORDS:**

- Payment information
- Bank account and routing numbers
- Payment history

**PERSONAL CHARACTERISTICS:**

- Age and Gender
- Nationality

**COMMERCIAL INFORMATION:**

- Online shopping cart information
- Purchase History

**INTERNET NETWORK ACTIVITY:**

- Traffic and interaction with our website and services
- Shopping History
- Wix behavioral history through cookies
- Forum comments and info you post as a contribution to our website

**GEOLOCATION DATA:**

- Global Positioning System (GPS) information when you grant us permission through your device settings
- IP-based geolocation

**AUDIO, ELECTRONIC, VISUAL, OR SIMILAR INFORMATION:**

- Video call recordings when you have coaching session (via zoom)

- Photo IDs and Profile picture you provide

### **EDUCATION AND ATHLETIC AFFILIATION INFORMATION:**

- Education institution information
- Educational classification
- Athletic (Sports Team) affiliations

### **INFORMATION WE INFER BASED ON YOUR PERSONAL DATA:**

- Fraud and risk assessments
- Personalization preferences

### **WHERE PERSONAL DATA COMES FROM:**

We collect personal information about you from the following:

- (FROM YOU), information you volunteer or give willingly such as; Comments, registration, subscriptions, forum, account setting as and interaction on the website.
- Payment partners such as (PayPal)
- Video calling service such as (Zoom)

### **HOW WE USE TRACKING TECHNOLOGIES LIKE COOKIES**

We host our website through wix.com. Our service provider may use cookies and other tracking technologies to gather personal data and interactions when you utilize our services, subscribe, comment, listening to our embedded podcast, visit our site, book a coaching session or a coaching plan. The information collect with these technologies assists us in tailoring your customer service experience, measure the impact of our promotions, and prevent fraudulent activity on our website.

You have the right and the option to decline, deny and disable some cookies for our website and services. Some of our services require cookies in order to work properly. Choosing to opt out of providing your information in these areas of the website could make utilizing the services difficult or somewhat impossible.

## **WHY WE COLLECT PERSONAL DATA**

We collect personal data for customer service purposes and properly conduct our business.

- Facilitate and run the fundamental functions of our website
- Purchasing, fulfill orders, service request, respond to inquires and improve our business.
- To facilitate coaching sessions, plans, courses, and services.
- Send promotions and ads for marketing about our services, products and merchandise.
- Register to download a book or resources
- Sign up for our Newsletter or purchase a product from us
- Protect our business and our customs from potential fraud activity.
- Tailor your customer service experience and enhance the overall quality of our service when you use our site and services. As well as other third-party sites and services. For instance, we host our website on wix.com so tracking technologies like cookies might be used.
- Send out vital information to comply with the law and enforce our agreements/ contracts with you and others that use our services.
- Send out relevant information about our terms & policies.

## **WHY WE SHARE PERSONAL DATA**

We do not sell your personal data. Some of our services require that we share personal data with a third party to help us conduct our services, protect our customers from potential fraud activity, market our products, and be in alignment with legal requirements.

## **WE MAY SHARE PERSONAL DATA WITH:**

- Service providers that help process payments, audits, corporate governance, security, and marketing research. Payment partners such as (PayPal).
- Video calling service such as (Zoom) and (Google Calendar) for coaching session scheduling.
- Track number of listeners with embedded podcast from (Spreaker.com)



## **YOUR CONSENT:**

By using our website you consent to our collection and use of your personal information as described in the Privacy Policy (Statement). We reserve the right to amend this Privacy Policy (Statement) at any time with or without notice.

## **HOW WE PROTECT YOUR PERSONAL DATA**

Our main focus and priority is protecting your personal we use security measures such as:

- Firewalls
- Data encryption

We'll work hard to ensure that our system is secure but you're liable for keeping your passwords and account information secure. You're also responsible for updating your personal information and ensuring that it's correct.

## **HOW THIS STATEMENT CHANGES OVER TIME**

We will adjust this privacy statement every now and then. This assists us in making sure our policy is up to date and reflects the current laws. When a new version is uploaded we'll collect, store, use, and protect your personal data.

If the updated version changes your rights and options, we'll post it on the Privacy Policy section of our website prior to it becoming effective. We may notify you about these changes through email or other communications.

## **CONTACT US:**

If you have any questions or concerns about this privacy statement or your personal data, contact us so we can assist you.

## **CONTACT INFORMATION:**

Email: [11thhourflowers@gmail.com](mailto:11thhourflowers@gmail.com) Phone: 817-863-1460

EFFECTIVE AS OF JANUARY 20, 2021