

Last updated:11/14/2024

This Privacy Policy describes how Renewed Hope Health & Wellness Center (“we” or “us”) collects, uses, and shares your personal information when you use our website www.renewedhopehealthwellnesscenter.com (the “Site”). This Privacy Policy applies to all site visitors to the site. By visiting and using the website, you accept and agree to be bound by the terms, without modification, of this Privacy Policy. If you do not agree with the practices described in this Privacy Policy, please do not provide us with your personal information or interact with the Site.

TOPICS:

- Personal information we collect
- How we use your personal information
- How we share your personal information
- How we store your data
- Your data protection rights
- Third party websites
- Changes
- Contact Us

PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically collected information as “Device Information”.

We collect Device Information using the following technologies:

“Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

“Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.

“Web beacons”, “tags”, and “pixels” are electronic files used to record information about how you browse the Site.

We use Device Information for:

Functionality: To recognize you on our website and recognize your previously selected preferences, including your preferred language and your location.

You can set your browser not to accept cookies, and the website above tells you how to remove cookies from your browser. Some of our website features may not function if you disable cookies. Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

We also collect data you provide to us directly. We refer to the data you provide as "Provided Information." We collect and process data you provide when you:

- Voluntarily submit your contact information
- Register for any of services

The Provided Information we collect may include:

- Personal identification information (name, email address, phone number, etc.)
- Billing information (billing address, shipping address, payment information, including credit card numbers, etc.)

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Provided Information.

PERSONAL INFORMATION

We use the Provided Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, delivering products, and providing you with invoices and/or order confirmations). Additionally, we use Provided Information to:

- Communicate with you;
- operate and improve the site services
- Screen site activity for potential risk or fraud

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

HOW WE SHARE YOUR PERSONAL INFORMATION

We do not sell, trade, or rent Users personal identification information to others for marketing purposes. We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Google Analytics to help us understand how our visitors use the Site - you can read more about how Google uses your Personal Information here:

<https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.]

The types of third parties with whom we might share elements of your Personal Information include:

- Payment processors engaged by us to securely store and handle payments information, such as credit or debit card information
- Providers of email management and distribution tools
- Providers of security and fraud prevention tools and services,
- Providers of data aggregation and analytics software services that allow us to effectively monitor and optimize our site

We may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

HOW WE STORE YOUR DATA

We adopt appropriate and industry-standard encryption data collection storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

We use commercially reasonable security measures to protect against unauthorized access to or unauthorized alteration, disclosure or destruction of information stored on our servers. Of course, no computer network or data transmission on the internet can be guaranteed to be 100% secure and so you submit your information at your own risk.

We will maintain your Personal Information for our records unless and until you ask us to delete this information.

YOUR DATA PROTECTION RIGHTS

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. Under certain conditions, you may also have the right to restrict or object to our

processing of your data, and to request that we transfer your Personal Information to another organization. If you would like to exercise any of these rights, please contact us through the contact information below. Additionally, if you are a European resident, we note that we are processing your information to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Please note that your information will be transferred outside of Europe, including to Canada and the United States.

Your Rights to Control Your Information

You have the right to update, edit, or delete your information from our database. You may “unsubscribe” from our list at any time, by clicking the “unsubscribe” button at the bottom of any email we send you from our list. Should you wish to request access to information that we have about you, correct or edit any information, or unsubscribe from our email list, and/or remove or delete your information from our database, you also have the option to do so at any time, free of charge, by reaching out to us at:

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Right of Access, Right to Rectification Right to Restriction of Processing, Right to Data Portability: You have the right to request information about how your data is being used, request a copy of the data we have, correct or edit data you initially provided us, restrict how we process your data in certain circumstances, and/or receive your personal data in order to use it elsewhere. Please contact us at the above email address for more information.

Right to be Forgotten: You have the right to withdraw your consent to give us your Personal Information by clicking the “unsubscribe” link at the bottom of any email we send to you. Once unsubscribed, we will remove you from our list, and you should not receive any further emails from us, absent a technical glitch.

THIRD PARTY WEBSITES

Our privacy policy applies only to our website. We are not responsible for the data collection, privacy practices or policies of any third-party site to which we may provide a link or that may link to our site. We encourage you to read the privacy statement and terms of use of other sites.

CHANGES

We may update this privacy policy from time to time to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

COMPLAINTS

Please contact us if you have any complaints about how we use your Personal Information so we can resolve the issue whenever possible. Residents of the European Union also have the right to lodge a complaint with your local data protection regulator, such as the Information Commissioner's Office in the UK.

California Consumer Privacy Act (CCPA)

If you are a resident of California, the California Consumer Privacy Act (CCPA) grants you additional rights, including the right to know what personal information businesses like us are collecting from you, whether we are disclosing that information to third parties, and the purpose for collecting and using that information, all of which has been outlined above for your review. You also have the right to request we delete your personal information from our records, may opt-out of the sale of any personal information we have of yours, and cannot be subject to discrimination for exercising any such privacy rights.

Please read and review this Privacy Policy carefully. If you have any questions regarding this policy, your rights herein, or would like to review, update, or remove your information from our database, please contact us at renewedhope@renewedhopehwc.com

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to exercise your data protection rights, please do not hesitate to contact us.

Email us: renewedhope@renewedhopehwc.com