

Privacy Policy

Effective Date: 01/02/2023

Last Updated: 01/02/2024

1. Introduction

Welcome to the Privacy Policy of Evofel. We value your privacy and are committed to being transparent about how we collect, use, and share your personal information. This Privacy Policy explains our practices related to your personal data when you use our website, services, or interact with us in any other way.

This policy also describes your rights regarding your personal data and how you can exercise them. We encourage you to read this policy carefully. If you have any questions, feel free to contact us at info@evofel.com.

2. Information We Collect

We collect different types of information depending on how you interact with us, which may include:

a. Personal Information

We collect personal information that you voluntarily provide to us. This may include:

- **Identification Data:** Name, postal address, email address, phone number, date of birth, and other contact information.
- **Account Information:** Username, password, and other credentials related to account creation.
- **Payment Information:** Credit card details, billing information, or other financial data when you make a purchase or donation.
- **Customer Support Information:** Details you provide when you contact customer support, such as the content of your communications with us.

b. Automatically Collected Information

When you interact with our website or services, we may automatically collect certain information about your device and usage patterns:

- **Technical Data:** IP address, browser type and version, operating system, device type, and settings.
- **Usage Data:** Pages viewed, links clicked, time spent on pages, and navigation paths.
- **Location Data:** General geographic location based on your IP address or GPS data if you allow it.

c. Cookies and Similar Technologies

We use cookies, web beacons, pixels, and similar technologies to collect information about your

activities on our website. Cookies are small files placed on your device that help us remember your preferences, understand site usage, and improve our services.

Types of Cookies We Use:

- **Essential Cookies:** Necessary for the functioning of our website.
- **Performance Cookies:** Collect anonymous data on how visitors use our website to improve performance.
- **Functionality Cookies:** Remember your preferences and settings.
- **Targeting/Advertising Cookies:** Track browsing habits to deliver personalized advertising.

3. How We Use Your Information

We use the personal information we collect for various purposes, including but not limited to:

a. Service Delivery

- To provide, maintain, and improve our services and offerings.
- To process your transactions, manage your account, and provide customer support.
- To send you important updates, such as changes to our terms, policies, or services.

b. Communication

- To communicate with you about your account, transactions, or inquiries.
- To send you marketing communications, newsletters, and promotional offers if you have opted in. You can opt-out of marketing communications at any time by following the unsubscribe instructions included in the communications.

c. Personalization and Analytics

- To personalize your experience on our website and services by tailoring content and offers based on your preferences and behavior.
- To analyze and improve the effectiveness of our website, marketing efforts, and services.

d. Legal and Regulatory Compliance

- To comply with applicable legal obligations, such as tax laws, data protection regulations, and consumer protection laws.
- To enforce our terms and policies and to protect the rights, safety, and property of our users, employees, and the public.

4. Sharing Your Information

We do not sell or rent your personal information. However, we may share your personal information with third parties in the following circumstances:

a. Service Providers

We may share your personal information with trusted third-party service providers who perform functions on our behalf, such as:

- Payment processors
- Hosting and cloud service providers
- Email and marketing service providers
- Customer support platforms
- Analytics providers

These third parties are required to use your personal information only to provide the contracted services and must adhere to data protection standards.

b. Legal Compliance

We may disclose your personal information when required by law or in response to valid legal processes, such as subpoenas, court orders, or government regulations.

c. Business Transactions

In the event of a merger, acquisition, sale of assets, or similar business transaction, your personal information may be transferred to the acquiring entity. In such cases, you will be notified of any changes to how your information is handled.

5. International Data Transfers

Your personal information may be transferred to, stored, and processed in countries outside of your jurisdiction, including countries that may not provide the same level of data protection as your home country. We take appropriate measures to ensure that your information remains protected when transferred internationally, such as entering into data transfer agreements based on standard contractual clauses.

6. Data Security

We employ a variety of technical, administrative, and physical safeguards to protect your personal information from unauthorized access, use, disclosure, or loss. These measures include encryption, secure servers, firewalls, and access controls.

However, no method of data transmission or storage is entirely secure, and we cannot guarantee the absolute security of your information. If you have reason to believe that your information has been compromised, please contact us immediately.

7. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by law, such as for tax and accounting purposes. When your information is no longer needed, we will securely delete or anonymize it.

8. Your Rights and Choices

Depending on your location, you may have the following rights concerning your personal data:

- **Right to Access:** Request access to the personal information we hold about you.
- **Right to Rectification:** Request correction of inaccurate or incomplete information.
- **Right to Deletion:** Request that we delete your personal information, subject to legal exceptions.
- **Right to Restrict Processing:** Request that we limit the processing of your personal information.
- **Right to Data Portability:** Request that we transfer your personal information to another organization, where applicable.
- **Right to Object:** Object to the processing of your personal information for specific purposes, such as direct marketing.

To exercise any of these rights, please contact us at info@evofel.com. We may require you to verify your identity before processing your request.

9. Children's Privacy

Our services are not intended for use by children under the age of 13. We do not knowingly collect personal information from children under 13. If you become aware that we have collected personal information from a child, please contact us, and we will take steps to delete that information.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or technological advancements. When we update this policy, we will notify you by updating the "Last Updated" date at the top of this page. In some cases, we may also provide additional notice, such as via email or on our website.

We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or how we handle your personal information, please contact us at:

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