

PRIVACY POLICY

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1. WHO WE ARE?

We are a website management and design company. We specialize in media production and building an overall strategic marketing plan. Our services include and are not limited to creating high quality visual experiences through videos, websites, 360 tours and photoshoots. Our services allow our clients to take full advantage of the power and promise of the open web.

2. WHAT THIS POLICY COVERS?

This Privacy Policy applies to information that we collect about you when you use our site (elegancecreative.com). Throughout this Privacy Policy we will refer to our website as "Site."

Below we explain how we collect, use, and share information about you, along with the choices that you have with respect to that information.

3. INFORMATION WE COLLECT.

We collect information in order to provide our services, to communicate with, or to make our services better. We collect data in the following three (03) ways:

A) INFORMATION YOU PROVIDE TO US.

We collect information that you provide to us directly such as when you communicate with us via form, email, phone, comment, or otherwise. Additionally, if you apply for a job with us you may provide us with information like your name, contact information, resume or CV, and work authorization verification as part of the application process.

B) INFORMATION WE COLLECT AUTOMATICALLY.

We collect some information automatically:

- **Log information:** We collect information that web browsers, mobile devices, and servers typically make available, including the browser type, IP address, unique device identifiers, language preference,

referring site, the date and time of access, operating system, and mobile network information.

- **Usage information:** We collect information about your usage of our site. We use this information to get insights on how people use our site so we can improve our site, understand user interests and make better predictions about user retention.
- **Location information:** We may determine the approximate location of your device from your IP address. We collect and use this information to calculate how many people visit our site from certain geographic regions.
- **Information from cookies & other technologies:** A cookie is a string of information that a website stores on a visitor's computer, and that the visitor's browser provides to the website each time the visitor returns. We use cookies and other technologies to help us identify and track visitors, usage, and access preferences, as well as track and understand email campaign effectiveness.

C) INFORMATION WE COLLECT FROM OTHER SOURCES.

We may get information about you from other sources. The information we receive depends on what you authorize. Third-party services may also give us information, like mailing addresses. We use this information for marketing purposes.

4. USE OF INFORMATION.

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

- To improve customer service.
- To send periodic emails.
- To improve our site.

5. PROTECTION OF INFORMATION.

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit, or access your personal information.

- We adopt appropriate security measures to protect against unauthorized access.
- We do not sell, rent, distribute or otherwise make personal information commercially available to any third party, except as described in this policy or with your prior permission.

However, we cannot guarantee the security of any information obtained through unauthorized entry or use, hardware or software failure, and other factors that may compromise the security of user information at any time.

6. SECURITY.

While no online service is 100% secure, we work very hard to protect information about you against unauthorized access, use, alteration, or destruction, and take reasonable measures to do so. We monitor our Services for potential vulnerabilities and attacks.

7. CHILDREN.

Our Platform is not intended for, and should not be used by, children under the age of 18. We do not knowingly collect personal data from children under 18.

8. COOKIES.

Cookies are small files that a website or its service provider transfers to your computer's hard drive through your web browser (if you allow) that enables the website or service providers systems to recognize your browser and capture and remember certain information. We use cookies to compile aggregate data about site traffic and site interaction so that we can offer better site experiences and tools in the future.

9. NON-DISCLOSURE OF INFORMATION.

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information.

EXCEPTIONS TO NON-DISCLOSURE.

- We may disclose information about you in response to a court order, or other governmental request.
- We may disclose information about you when we believe in good faith that disclosure is reasonably necessary to protect the property or rights of Elegance Holdings LLC, third parties, or the public at large.
- We may disclose information about you if we determine that for national security, law enforcement, or other issues of public importance that disclosure of information is necessary.
- We may share and disclose information with your consent or at your direction.
- We may share information that has been aggregated or de-identified, so that it can no longer reasonably be used to identify you.

10. RIGHTS REGARDING YOUR PERSONAL INFORMATION.

We would like to bring into your knowledge that you have several legal rights available with you with regards to your personal information. However, please note that the legal rights available with you may be limited in certain cases. In particular, you are entitled to the following rights with regard to your personal information:

- To request details or removal of the personal data concerning you, and to have your personal information rectified or corrected if it is inaccurate or incomplete;

- To withdraw your consent and to object to or request restrictions on the processing of your data.

In the event you wish to exercise the aforementioned rights or have any query, you may, at any time, contact Elegance Holdings LLC using the contact details below.

In addition, you may protect your information by following methods:

- Limit the information that you provide.
- Opt out of marketing communications.
- Set your browser to reject cookies.

If you are a Consumer under the California Consumer Protection Act ("CCPA") you have certain rights in respect of your personal data, including the right to access, portability, non-discrimination, correct and request the erasure of your personal data.

11. RIGHT TO ACCESS.

You have the right to request Elegance Holdings LLC to disclose certain information to you about our collection and use of your personal information over the past 12 months. Once we receive your verifiable request, we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Disclosures for a business purpose, identifying the personal information categories that each category of recipient obtained.

12. RIGHT TO NON-DISCRIMINATION.

We will not discriminate against you for exercising any of your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.

- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.
- However, we may offer you certain financial incentives permitted by the CCPA that can result in different prices, rates, or quality levels.

13. RIGHT OF ERASURE OR DELETION.

You have the right to request Elegance Holdings LLC to delete any of your personal information that we collected from you and retained, subject to certain exceptions. Once we receive and confirm your verifiable consumer request, we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies. We may deny your deletion request if retaining the information is necessary for us or our service provider(s) to:

- Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
- Debug products to identify and repair errors that impair existing intended functionality.
- Exercise free speech ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
- Comply with the California Electronic Communications Privacy Act (Cal. Penal Code 1546 et. seq.).

- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when the information's deletion may likely render impossible or seriously impair the research's achievement, if you previously provided informed consent.
- Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
- Comply with a legal obligation.
- Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

14. ONLINE PRIVACY POLICY.

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

15. TERMS AND CONDITIONS.

Please visit our Terms and Conditions section establishing the use, disclaimers, and limitations of liability governing the use of our site.

16. YOUR CONSENT.

By using our site, you consent to our privacy policy.

17. INFORMATION RETENTION.

Elegance Holdings LLC does not store the personal data of users any longer than is necessary to achieve the purposes stated in this Policy, or to comply with laws or regulations.

18. CHANGES TO PRIVACY POLICY.

If we decide to change our privacy policy, we will post those changes on this page.

19. VERIFIABLE CUSTOMER REQUEST.

To exercise the access, data portability, and deletion rights described above, please submit a verifiable consumer request to us by:

Contacting us via: Parsa@elegancecreative.com

Only you, or a person registered with the California Secretary of State that you authorize to act on your behalf, may make a verifiable consumer request related to your personal information. You may also make a verifiable consumer request on behalf of your minor child.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.
- We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.
- You also have the right to object to your personal data being used for certain purposes, including to send you marketing.

20. CONTACT US.

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

Parsa@elegancecreative.com