

Privacy Policy

This Privacy Policy outlines how this Website collects, processes, stores, and protects user data. We recognize the importance of privacy and are committed to safeguarding the personal data of all visitors and users of our Website.

By accessing the Website, you acknowledge and agree to the terms set forth in this Privacy Policy. If you do not agree with any part of this Privacy Policy, you must immediately cease using the Website.

We reserve the right to update or amend this Privacy Policy at any time. Any changes will be communicated to Users by posting the revised Privacy Policy on the Website. In cases where the law requires it, we will notify registered Users of such changes individually via email.

Definitions

- **Website** – <https://clvl.media/>
- **Device** – Any equipment used to access the Website, including but not limited to computers, smartphones, and tablets.
- **Personal Data** – Any information that can directly or indirectly identify an individual. This is categorized into Contact Data and Technical Data.
- **Contact Data** – Information voluntarily provided by Users through filling out the feedback form on the Website, including:
 - Name
 - Age
 - Email address
 - Phone number
 - Social media handles
- **Technical Data** – Data collected automatically from the User's Device that does not necessarily allow direct identification, including:
 - IP address
 - User's country of access
 - Browser type and version
 - Device model
 - Operating system
- **User ("You")** – Anyone accessing or interacting with the Website.

Collection of Data

We collect data directly from Users, including when they visit the Website, fill out the feedback form on the Website or communicate with us. The types of data collected include:

1. **Contact Data** – As detailed above, voluntarily provided by the Users during filling out the feedback form on the Website or communication with us.

2. **Technical Data** – Collected automatically through cookies or third-party analytical tools such as Google Analytics.
3. **User-Submitted Data** – Any additional data Users voluntarily provide when contacting us via email, phone calls or other communication methods. The Website may request additional data when necessary for identity verification or to respond to specific inquiries.

Cookies and Tracking Technologies

Cookies are small files placed on the User's device by the Website. These are used for the following purposes:

Necessary Cookies: Essential for the operation of the Website, including User authentication and fraud prevention.

Preference Cookies: Store Users preferences, such as language and region settings, to enhance Users experience.

Analytics Cookies: Collect information on how the User uses the Website to help us improve its functionality and user experience.

The User can manage his cookie preferences through User's browser settings. Note that disabling certain cookies may impact the functionality of the Website.

Purpose of Data Usage

We use collected data for the following purposes:

- To ensure the proper operation of the Website.
- To establish and execute agreements with Users.
- To respond to User inquiries.
- To inform Users about new features, updates, and services.
- To send User relevant advertising materials.

In certain instances, we may need to share data with third parties, such as:

- **Affiliated Entities** – Subsidiaries and business partners that support Website operations.
- **Service Providers** – Contractors or partners assisting in data processing and providing services in line with this Privacy Policy.

Legal Grounds for Data Processing

1. **Consent** – Users consent is required to process data submitted by the Users as outlined in this Privacy Policy.
2. **Contractual Necessity** – Some data processing is necessary to establish and fulfill agreements with Users.

3. **Legal Compliance** – We may process data as required by applicable laws and regulations.
4. **Legitimate Interests** – We may process data to improve our services, enhance security, prevent fraud, and meet business needs, provided such processing does not infringe upon Users' rights and freedoms.

Users have the right to object to data processing based on legitimate interest, and we will evaluate such requests in accordance with the applicable laws.

User Rights

Users have the following rights regarding their data:

- **Right to Access** – Request information on the data we hold.
- **Right to Rectification** – Request correction of inaccurate or incomplete data.
- **Right to Erasure** – Request deletion of data under certain conditions.
- **Right to Withdraw Consent** – Withdraw consent for data processing where applicable and consent for advertising materials receiving.

We strive to facilitate the exercise of these rights, subject to legal limitations. Withdrawal of consent or deletion of data may impact our ability to fulfill contractual obligations.

Age Restriction

The Website is intended for Users **aged 18 and older**. We do not knowingly process data of individuals under 18 years of age. If we become aware of such usage, we will take immediate action to restrict access. Users aware of minors using the Website should notify us immediately.

By submitting the completed feedback form on the Website, the User confirms that he has provided his real age.

Data Security and Protection

We prioritize the security and confidentiality of User data. Data is stored on secure servers with restricted access and is protected from unauthorized use, modification, or loss. We implement appropriate technical and organizational measures, including regular security audits, to ensure data protection.

Data Retention and Cross-Border Transfers

We retain User data only for as long as necessary to fulfill the purposes outlined in this Privacy Policy. Upon expiration of the retention period, data will be securely deleted or anonymized.

In cases where data transfer to another country is required, we ensure that the destination country has an adequate level of data protection, meeting or exceeding the protection standards of our jurisdiction. By agreeing to this Privacy Policy, Users consent to such data transfers.

Inquiries and Requests

For any inquiries or requests regarding data processing rights, please contact us at aziza.r@clvl.media. We will respond within a reasonable timeframe in accordance with applicable laws, and if no legal timeframe applies, no later than **one calendar month** from the date of the request.

Governing Law

Users may have additional rights under the laws of their country or region, and we will take necessary steps to comply with those laws when applicable.