

Privacy Policy

Last Updated:

Introduction

This website is set up by Convivial Services. Anybody that views or uses this website should be aware of the following provisions.

By entering this website and reading, downloading, or using any of the information herein, you are agreeing to these provisions. These provisions shall constitute a binding agreement between you (“you”, “your”, “customer”, “users”) and Convivial Services ("Company", “we”, “us”, or “our”). By continuing to use our Website, you acknowledge that you have had the chance to review and consider this Privacy Policy, and you acknowledge that you agree to it. This means that you also consent to the use of your information and the method of disclosure as described in this Privacy Policy. You should not enter this website if you do not agree to these provisions. Convivial Services reserves the right to amend or update these provisions at any time without notification, and such revised provisions have the same binding force.

Our privacy practices for the activities listed below are described in this privacy statement (the "Privacy Policy"). We provide you with information about how we collect, store, access, and otherwise use personal data about individuals in accordance with your rights. In this policy, "Personal Data" refers to any information that, taken alone or in conjunction with other pieces of information, can identify a specific person.

Our goals and our identity

This privacy Policy explains how Convivial Services, its affiliates, and its international branches (collectively, "Convivial Services," "us," "we," or "our") collect, use, and share information about you through our online interfaces (such as websites and Discord) that we own and control, (collectively referred to herein as the "Site"). To understand what we do, please carefully read this Privacy Policy. Our Terms & Conditions also apply to your usage of our website. In accordance with this Privacy Policy, Convivial Services is the data controller of all Personal Data (as defined below) collected through the Site ("Data Controller") and of some Personal Data obtained from third parties if you live or are located in the European Economic Area ("EEA").

Location

Please be advised the data processing activities take place in the United States, outside the European Economic Area. Data may also be transferred to companies within the United States, but will only be done so in a manner that complies with the EU's General Data Protection Regulation or GDPR. The location where the data processing activities take place is as follows: Michigan, United States of America

What Information is Covered by This Privacy Policy

This Privacy Policy applies to the data we obtain about you through our website. While some of the functions and services on our site can be utilized without disclosing any personal information, these features and services are necessary for the services offerings. You might be required to provide "Personal Data" (also known as information that can be used to identify you or "personal information") in order to use certain features and benefits on our site, or we could ask for it from you. Among other things, personal data can include details like your name, email address, IP address, and device identification. You are in charge of making sure that the Personal Data you give us is accurate. The Site's functionality, the information you obtain when using the Site, and our ability to reach you may all be hampered by inaccurate information. For instance, since email is one of the key ways we contact with you, it should be kept up to date.

What is Acceptable Use on Our Site?

As stated in this Privacy Policy, we believe that the following are the legal bases for using your personal information:

- our use of your personal information is necessary to carry out our obligations under any contract with you (for instance, to adhere to the Terms and Conditions of our Site, which you accept by using our website, and/or to adhere to our contract to provide Services to you);
- Our legitimate interests include: a) managing, expanding, and developing our company; b) operating our site and offering our services; c) conducting research and statistical analysis; d) managing marketing and business development; and g) for internal administrative and auditing needs.
- Consent is required when we need to rely on it to send you particular communications, when you give us specific information, or when local law requires it.

Depending on the kind of personal information utilized and the situation, a certain activity will have one or more legal bases.

If we rely on our (or another party's) legitimate interests to use your personal information, we will conduct a balancing test to make sure that your interests or fundamental rights and freedoms that call for the protection of the personal information do not outweigh our (or the other party's) legitimate interests.

On the basis of your consent, we may occasionally process your personal information for marketing reasons (which you may withdraw at any time as described below). You can revoke your consent at any time by accessing your profile page and instructing us to cease using your personal information in the manner for which we relied on it. If you refuse to give us your consent, it can be difficult for us to continue offering you some of our services.

What Data Do We Collect?

Through the Site, we may learn the following things about users:

1. Details on how you use our site. When users visit our site, we may track, collect, and combine data about their visit, including information about which pages were seen, when they were accessed, in what sequence, and which links were clicked. We also Collect data from the URLs you used to access our website. It may be necessary to log each user's IP address, operating system, and browser in order to collect this data. A user's Internet Service Provider and the location of their point of connection may be known from an IP address. Your traffic may be directed to the closest regional server using location data to reduce latency and enhance your experience. When you visit our site, we might potentially employ web beacons and cookies. Please see our Cookies Policy for additional details on how we utilize web beacons and cookies.

2. Personal information supplied by you or through third parties. When you create an account, update or modify account information, buy services, respond to a survey, sign up for email updates, participate in one of our open forums, send us an email, and/or take advantage of other services or content offerings on our site, we collect Personal Data from you. In order to react to your inquiries, supply you with the particular services and/or Services you choose, provide you updates about our service offerings or other Convivial Services events, and send you emails regarding site maintenance or changes, we may use the Personal Data that you provide.

- **Account creation.** You might be required to give us certain Personal Data, including your name and email address, if you create an account on our website. Unless otherwise specified, all Data requested by the Application is mandatory. If such Data is not provided, the Application may not be able to provide its services. Additionally, you have the option to voluntarily give us more Personal Data. Where the site expressly states that certain Data is not required, Users may choose not to provide the relevant Data without any consequences as to the availability or operation of the Service.
- **Updates.** You might be able to subscribe to updates from our website via email or by posting on areas of the website that are only accessible to registered users. You might need to give us Personal Data, including your name and email address, in order to sign up for these Services.
- **Unregistered Users.** If you are a passive user of the Website and do not register for any purchases or other service, you may still be subject to certain passive data collection ("Passive Data Collection"). Such Passive Data Collection may include through cookies, as described below, IP address information, location information, and certain browser data, such as history and/or session information.
- **Verification of Identity.** For a few Services, our site might let you validate your identity. You might need to give us or our third-party identity verification vendor Personal Data including your name, address, date of birth, and a photo ID document in order to sign up for these Services.
- **Communications with Convivial Services.** When you email us or otherwise get in touch with us, we might get personal information from you.

- ***Third-Party Websites.*** When you use our Sites to visit or log in to a third-party website, such as Facebook, we might get personal information about you. The text and/or images of your personal data that are accessible from the third-party website may fall under this category.
- ***Surveys.*** When you respond to a survey that is run by us, we might get personal data from you.
- ***Partner Sites.*** While offering such tools and services to our users, partner sites may also Collect non-financial user information about how each particular user interacts with those partner sites. For the purpose of enhancing our Services, the partner sites' services, and the partner sites may share that data with us. This data consists of details like the duration spent on the partner site and the pages browsed.
- ***Sales & Billing Information.*** In order to purchase any of the services on the Website, you will be asked to provide certain credit information, billing address information, and possibly additional specific information so that you may be properly charged for your purchases. This payment and billing information will not be stored and will be used exclusively to assist with your one-time purchase.
- ***Processing of Third Party Payments.*** Through a third-party payment processing service provider, we offer you the option to pay for professional services and other Services with a credit card or another means. Please be aware that your financial information is Collected and processed by our service provider and not Convivial Services.
- ***Content Interaction.*** Our Website may allow you to comment on the content that we provide or the content that other users provide, such as blogs, multimedia, or forum posts. If so, we may collect some Personal Data from you at that time, such as, but not limited to, username or email address.

How We Make Use of the Data

1. ***Details on how you use our site.*** By undertaking statistical analyses of the collective traits and behavior of our users, as well as by assessing demographics and interests with regard to certain areas of our Site, we use information about your use of the Site to develop higher quality, more helpful Services. In order to protect the safety of our Services and the Site, we might also use your information.

2. ***Information that can be used to identify you, either directly from you or through third parties.*** Convivial Services will not release any of your Personal Data unless it is directly permitted by you or as specified in this Privacy Policy. We may disclose and use Personal Data in the ways listed below, in addition to the other ways specified in this Privacy Policy, including:

- ***Providing the Site and our Services.*** We use the Personal Data you give us to give you access to and use of the Site and to fulfill any requests you make for information, and/or services.

- ***Technical assistance and security.*** When necessary, we may utilize personal data to assist you with technical issues while also preserving the safety of our services and the site.
- ***Updates.*** To send you messages regarding the Site or tailored services, we use Personal Data that is collected when you sign up for one of our many email or update services. If we have a legal right to do so, we may also use your information to contact you in the future and/or archive it.
- ***Forums.*** You shouldn't include any personally identifying information, sensitive information, or any other information in a Forum post, whether it pertains to you or another individual. During your usage of the Forums, if you choose to post personally identifying information, this information may be obtained. We may make this information available through platform extensions that integrate third-party services, such as Discord. We reserve the right to improve and reuse Forum postings that contain personally identifiable information in later releases of the services. We might keep a record of this information, use it to get in touch with you or your designee(s) in the future, or our commercial partners. Without utilizing personally identifiable information, we may also utilize or publish posts made on the forums.
- ***Verification of Identity.*** We may use the Personal Data we collect to confirm your identity for Services that call for this, as well as to confirm that inputs made to the Site came from you.
- ***Communications with or from us.*** When you email us or contact us in any way, we may use the information you give to reply to your email and/or as stated in this privacy policy. If we are able to do so lawfully, we may also use your information to contact you in the future by archiving it or using it in other communications. Where we send you emails, we might keep track of how you respond to those emails (such when you open them or click on links inside of them). We use this data to enhance and more effectively personalize our conversations with you.
- ***Our Business Partners Communications.*** If other our business partners are legally permitted to do so, we may divulge your Personal Data to them in order for them to share information about their services that could be of interest to you.
- ***Governmental Authorities; Legal Actions and Rights.*** In order to establish or exercise our legal rights or to protect our property, respond to subpoenas, court orders, or other legal processes, or as otherwise required by law, we may disclose your Personal Data to various government agencies. We reserve the right to assert or waive any legal defenses or rights we may have in such circumstances. Additionally, we might divulge your Personal Data when we think it's necessary to look into, stop, or do something about illegitimate or possibly unlawful activity; to safeguard the rights, safety, or security of Convivial Services, the Site, our users, clients, or others; or in connection with our Terms and Conditions and other agreements.
- ***Disclosure to Potential Buyers.*** In the event that Convivial Services sells all or a substantial portion of its equity, business, or assets—to which your personal information relates—or merges with another company, transfers its assets, or both,

Convivial Services may disclose and/or transfer your personal information to an acquirer, assignee, or other successor entity. ·

- We may archive the Personal Data and use it for research, business, or other purposes.

External Links

For your convenience, we might offer links to websites run by businesses other than Convivial Services ("Third Party Sites") that we think you might find interesting. If we don't have a valid reason to do so, we won't give your Personal Data to these Third Party Sites. We don't support and aren't accountable for these Third Party Sites' privacy practices. You should read the privacy statement on the other website before choosing to click on a link to one of these Third Party Sites to see how that Third Party Site collects and uses your Personal Data.

Retention of Personally Identifiable

Your Personal Data is only retained for as long as is required to fulfill the reasons for which it was collected and processed. The duration for which we keep personal data depends on its intended use and whether it's necessary to uphold, exercise, or defend our legal rights or to comply with legal obligations.

Notwithstanding the foregoing, Personal Data is stored throughout your relationship with us. We delete your Personal Data upon request for cancellation of your account or other general request for the deletion of data. Upon expiration of the retention period, the Personal Data shall be deleted. Therefore, the right of access, the right to erasure, the right to rectification and the right to data portability cannot be exercised after the expiry of the retention period.

Security and Confidentiality of Personally Identifiable Information

Except as otherwise provided in this Privacy Policy or unless such disclosure is required in particular circumstances, such as a physical threat to you or others, as permitted by applicable law, we will protect your Personal Data with industry-standard physical, technical, and administrative security measures. We will also not disclose it to third parties without your consent or except as otherwise provided in this Privacy Policy. We cannot guarantee the security of Personal Data since there is a small chance that an unauthorized third party will be able to get around our security measures or that your information will be intercepted during transmission over the Internet because it is not a completely secure environment. It is your duty to keep your login details secure. Please be aware that emails are frequently not encrypted and shouldn't be regarded as secure. In the event of a breach of your Personal Data, you will be notified in a reasonable time frame, but in no event later than two weeks, and we will follow all applicable laws regarding such breach.

Acceptance of Risk

By continuing to our Mobile App in any manner, use the Product, you manifest your continuing asset to this Privacy Policy. You further acknowledge, agree and accept that no transmission of information or data via the internet is always completely secure, no matter what steps are taken. You acknowledge, agree and accept that we do not guarantee or warrant

the security of any information that you provide to us, and that you transmit such information at your own risk.

Your Personal Data: Your Rights

Changing or Erasing Your Personal Information

Regarding your personal data, you are entitled to a number of rights. You have access to your personal data and can verify that it is still accurate and current. You can also decide whether or not you want to receive information from us or certain of our partners, as well as ask us to remove or provide you a copy of your personal information.

Email is another way to get in touch with us if you need more information about your rights or want to exercise any of them. These rights include:

- ***Right to Access*** if you live or are located in the EEA, the United Kingdom, Switzerland, or another area that provides comparable safeguards. You have the right to get a copy of the personal information about you that we are currently processing.
 - ***The Right to Correction***. You have the right to request that any incomplete or incorrect personal information about you that we process be corrected.
 - ***The Right to Forget (right to erasure)***. You have the right to ask us to erase any personal information we may have about you, but we are not required to comply if we need to keep the information to meet legal requirements, carry out legal proceedings, or defend against legal claims.
 - ***The Right to Limit Processing***. Unless we are unable to delete the data due to a legal or other obligation or because you do not want us to delete it, you have the right to restrict our processing of your personal data if you believe it to be inaccurate, our processing is unlawful, or if we no longer need to process it for a particular purpose.
 - ***Portability Rights***. If you have provided us with personal information, and we are processing that information with your consent or to carry out a contract with you or a third party who uses our services, you have the right to receive that information in a structured, electronic format and to have it transferred to another data controller.
 - ***The Ability to Object***. You have the right to object to our use of your personal data when it is necessary to protect our legitimate interests, depending on the specifics of your situation. Unless we have compelling legitimate grounds for processing that outweigh your interests and rights, or unless we need to keep processing the data to establish, exercise, or defend a legal claim, we will abide by your request.
 - ***The Right Against Discrimination***. Due to the fact that you have exercised any of your rights, you are not entitled to be denied service or to have your experience changed.
- Please be aware that under certain conditions, such as when we must keep your Personal Data to satisfy a legal requirement, your Personal Data may be exempt from such requests. We might need certain details from you when you email us with a request so that we can verify your identity.

Consumer Privacy Act of California

California residents have the right to know what personal information about them is collected, to have that information deleted, to choose not to have that information sold, and to be treated fairly if they choose to exercise any of these rights, according to the California Consumer Privacy Act ("CCPA"). None of the information that we collect about you is sold.

International Data Protection Laws

The majority of the servers used to run and manage our sites are situated in the US. Your Personal Data may be sent outside of the nation in which you reside or are located, including to the United States, in order to provide our Services to you. As a result, if you live or are based outside of the United States, your personal information may be transferred to other countries, including those that might not offer the same degree of security for your personal information. We are dedicated to maintaining the privacy and secrecy of Personal Data throughout transit. To the extent permitted by applicable law, we take the necessary measures to offer the same level of protection for the processing carried out in any such countries as you would have within the EEA or other regions if you reside or are located in the EEA, the United Kingdom, Switzerland, or another region that offers comparable protections.

Changes to Our Privacy Policy

This Policy is subject to change at any time. A revised version of this Policy will be posted on this website if we decide to amend it. If needed by law, we may also notify you of changes in another method that we feel is fairly likely to reach you, such as via email (if we already have your contact information via an account you have with us) or another way through the Platform. Any changes to this privacy policy will take effect after we post them online and/or when they are implemented on the platform (or as otherwise indicated at the time of posting). In any situations, your continuing use of the Platform following the posting of an amended Privacy Policy signifies that you agree to its terms.

Children's Privacy

Children are generally not permitted to use the Platform, and we do not voluntarily collect any personal information from them. We consider anyone younger than 13 to be a "child." If we discover that we have obtained a child's personal information without getting permission from the child's parent or legal guardian, we will delete it. We invite concerned parents to get in touch with us.

Complaints

Please get in touch with us using the details below if you have a complaint about this policy or any aspect of your personal information that we maintain. You have the option to file a complaint with the local data protection authority if you're not happy.

Contact Us

We've made it easy for you to seek a copy of your information, unsubscribe from our email list, ask a question regarding the privacy of your data, or request that your data be deleted. If you need to contact support, please email us at support@convivial-services.com if you have

any inquiries about our services. We will strive to review and respond to all requests as soon as possible.