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# Privacy Policy

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Thank you for choosing to be part of our community at Heaven & Earth Medicinals, LLC. We are committed to protecting your personal information and your right to privacy. If you have any questions or concerns about our policy, or our practices with regards to your personal information, please contact us at [info@heavenearthmedicinals.com](mailto:info@heavenearthmedicinals.com).

When you visit our website at <https://www.heavenearthmedicinals.com/>, and use our services, you trust us with your personal information. We take our privacy very seriously. In this privacy notice, we describe our privacy policy. We seek to explain to you in the clearest way possible what information we collect, how we use it and what rights you have in relation to it. We hope you take some time to read through it carefully, as it is important. If there are any terms in this privacy policy that you do not agree with, please discontinue the use of our site and our services.

This privacy policy applies to all information collected through our website, and/or related services, sales, marketing, or events.

Please read this privacy policy carefully as it will help you make informed decisions about sharing your personal information with us.

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### One. What information do we collect?

Personal information you disclose to us

In short: we collect personal information that you provide to us such as name, address, contact information, password and security data, and payment information.

We collect personal information that you voluntarily provide to us when registering at the sites expressing an interest in obtaining information about us or our products and services, when participating in activities on the website or otherwise contacting us.

The personal information that we collect depends on the context of your interactions with us and the site, the choices you make and the products and features you use. The personal information we collect can include the following:

**Name and Contact Data:** We collect your first and last name, email address, postal address, phone number, and other similar contact data.

**Credentials:** We collect passwords, password hints, and similar security information used for authentication and account access.

**Payment Data:** We collect data necessary to process your payment if you make purchases, such as your payment instrument number (such as credit card number), and the security code associated with your payment instrument. All payment data is stored by our payment processor and you should review its privacy policies and contact the payment processor directly to respond to your questions.

All personal information that you provide to us must be true, complete, and accurate, and you must notify us of any changes to such personal information.

## **Two. Information collected from other sources**

**In short:** We may collect limited data from public databases, marketing partners, and other outside sources.

We may obtain information about you from other sources, such as public database, joint marketing partners, as well as from other third parties. Examples of the information we receive from other sources include: social media profile information; marketing leads, search results, and links including paid listings.

We use the information we collect or receive:

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- To facilitate account creation and logon process. If you choose to link your account with us to a third party account ( such as your Google or Facebook account), we may use the information you allowed us to collect from those third parties to facilitate account creation and logon process.
  - To send you marketing and promotional communications. We and/our third party marketing partners may use the personal information you send to us for our marketing purposes, if this is in accordance with your marketing preferences. You can opt-out of our marketing emails at any time (see “What are your privacy rights”).
  - Fulfill and manage your orders. We may use your information to fulfill and manage your orders, payments, returns, and exchanges made through the website.
  - To post testimonials. We post testimonials on our website and social media that may contain personal information. Prior to posting a testimonial, we will obtain your consent to use your name and testimonial. If you wish to update, or delete your testimonial, please contact us at [info@heavenearthmedicinals.com](mailto:info@heavenearthmedicinals.com) and be sure to include your name, testimonial location, and contact information.
  - Deliver targeted advertising to you. We may use your information to develop and display content and advertising (and work with third parties who do so) tailored to your interest and/or location and to measure its effectiveness.
  - Administer prize draws and competitions. We may use your information to administer prize draws and competitions when you elect to participate in competitions.
  - Request feedback. We may use your information to request feedback and to contact you about your use of our website and products.
  - To protect our website and social media. We may use your information to monitor our sites for fraud monitoring and prevention.
  - To enforce our terms, conditions, and policies.
  - To respond to legal requests and prevent harm. If we receive a subpoena or other legal request, we may need to inspect the data we hold to determine how to respond.
  - For other business purposes. We may use your information for other business purposes, such as data analysis, identifying user trends, determining the effectiveness of our promotional campaigns, and to evaluate and improve our website, social media, products, services, marketing, and your experience.

### **Three. Will your information be shared with anyone?**

**In short:** we only share information with your consent, to comply with laws, to protect your rights, or to fulfill business obligations.

We may process or share data based on the following legal bases:

- Consent: we may process your data if you have given us consent to use your personal information in a specific purpose.

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- Legitimate interests: we may process your data when it is reasonably necessary to achieve our legitimate business interests.
  - Performance of a contract: where we have entered into a contract with you, we may process your personal information to fulfill the terms of our contract.
  - Legal obligations: we may disclose your information where we are legally required to do so in order to comply with applicable law, governmental requests, a judicial processing, court order, or legal process, such as in response to a court order or subpoena.
  - Vital interest: we may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threat to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.

More specifically, we may need to process your data or share your personal information in the following situations:

- Vendors, consultant, and other third-party service providers. We may share your data with third party vendors, service providers, contractors, or agents who perform services for us on our behalf and require access to such information to do that work. Examples include: payment processing, data analysis, email delivery, hosting services, customer service, shipping of products, and marketing efforts. Unless described by this policy, we do not share, sell, rent or trade any of your information with third parties for their promotional purposes.
- Business transfers. We may share or transfer your information in connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business to another company.
- Business partners. We may share your information with our business partners to offer you certain products, services, or promotions.

#### **Four. Who will your information be shared with?**

**In short:** we only share information with the following third parties.

We only share and disclose your information with the following third parties. If we have processed your data based on your consent and you wish to revoke your consent, please contact us.

- Advertising, direct marketing, and lead generations: Google AdSense
- Affiliate marketing programs: Lead Dyno
- Allow users to connect to their third party accounts: Facebook and Instagram accounts
- Communicate and chat with users: MailChimp
- Data backup and security: Google Drive Backup
- Invoice and billing: PayPal, Stripe, Square
- Social media sharing and advertising: Instagram and Facebook advertising.
- Website hosting: Squarespace

**Five. How long will we keep your information?**

**In short:** We keep your information for as long as necessary to fulfill the purposes outline in this privacy policy unless otherwise required by law.

We will on keep your personal information for as long as it is necessary for the purposes set out in this privacy policy, unless a longer retention period is required or permitted by law (such as tax, accounting, or other legal requirements). No purpose in this policy will require us keeping your personal information for longer than 6 months past the termination of the users account.

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it, or, if this is not possible, then it will be securely stored and isolated from further processing until deletion is possible.

**Six. How do we keep your information safe?**

**In short:** We aim to protect your personal information through a system of organizational and security measures.

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, please also remember that we cannot guarantee that the internet is itself 100% secure. Although we will do our best to protect your personal information, transmission of personal information to and from our sites is at your own risk. You should only access the services within a secure environment.

**Seven. Do we collect information from minors?**

**In short:** We do not knowingly collect data from or market to children and adults under 21 years of age.

We do not knowingly solicit data from or market to children under 21 years of age. By using the website, you represent that you are at least 21 or that your parent or guardian of such a minor and consent to such minor dependent's use of the website. If we learn that personal information from users less than 21 years of age has been collected, we will deactivate the account and take reasonable measures to promptly delete such data from our records. If you become aware of any data we have collected from children and adults under age 21, please contact us at [info@heavenearthmedicinals.com](mailto:info@heavenearthmedicinals.com)

**Eight. What are your privacy rights?**

**In short:** You may review, change, or terminate your account at any time.

Account information

If you would at any time like to review or change the information in your account or terminate your account, you can:

- Log into your account setting and update your user account.
- Contact us using the contact information provided.

Upon you request to terminate your account, we will deactivate or delete your account and information from our active databases. However, some information may be retained in our files to prevent fraud, troubleshoot problems, assist with any investigation, enforce our Terms of use and/or comply with other legal requirements.

**Opting out of email marketing:** You can unsubscribe from our marketing email list at any time by clicking on the unsubscribe link in the emails that we send or by contacting us using the details provided below. You will then be removed from the marketing email list - however, we will still need to send you service-related emails that are necessary for the administration and use of your account. To otherwise opt-out, you may:

- Access your account setting and update preferences.
- Contact us using the contact information provided.
- Note your preferences when you register an account with this site.

### **Nine. Do we use Cookies?**

#### **In short:**

We use Cookies. Cookies are small files that a site or it's service provider transfers to your computer's hard drive through your web browser, which enables the site's or service provider's systems to recognize your browser and capture and remember certain information. They may be used to remember and process the items in your shopping cart. They are also used to help us understand your preferences based on previous or current activity, which enables us to provide you with improved services. We also use cookies to help us compile aggregate data about site traffic and site interaction so the we can offer better site services and tools in the future.

We use Cookies to:

- Help remember and process the items in the shopping cart.
- Understand and save user's preferences for future visits.
- Compile aggregate data about site traffic and site interactions in order to offer better site services and tools in the future. We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You can do this through your browser settings.



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If you disable cookies, some features will be disabled and services may not function properly. However you can still place orders.

**Ten. Do we make updates to this policy?**

**In short:** Yes, we will update this policy as necessary to stay compliant with relevant laws.

We may update this privacy policy from time to time. The updated version will be indicated by and updated “Revised” date and the updated version will be effective as soon as it is accessible. If we make material changes to this privacy policy, we may notify you either by prominently posting a notice of such changes or by directly sending you a notification. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

**Eleven. How can you contact us about this policy?**

If you have any questions or comments about this policy or policies, you may email us at [info@heavenearthmedicinals.com](mailto:info@heavenearthmedicinals.com) or by post to:

Heaven & Earth Medicinals  
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