

# Smooth Operator Solutions

# Privacy Policy

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**Effective Date: August 21st, 2024**

**Last Updated: August 21st, 2024**

Smooth Operator Solutions ("Company," "we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, store, and protect your information when you use our website, services, or participate in our programs, including but not limited to the Inner Circle and Growth Incubator. By using our website or services, you consent to the data practices described in this policy.

## **1. Information We Collect**

We collect personal information to provide and improve our services. This information may include:

### **A. Information You Provide Directly**

- Personal Details: Name, email address, phone number, mailing address, business name.
- Onboarding Form information: Any information given on onboarding form
- Call Recordings: We record the majority of calls
- Payment Information: Billing details, credit/debit card information (processed securely by third-party payment providers).
- Account Credentials: Username, password, and security questions if applicable.
- Communication Records: Emails, messages, feedback, testimonials, and support inquiries.

### **B. Information We Collect Automatically**

- Device & Browsing Data: IP address, browser type, operating system, pages visited, time spent on pages, referral sources.
- Cookies & Tracking Technologies: We use cookies, pixels, and similar tracking technologies to enhance user experience, analyze website traffic, and improve marketing efforts.

### **C. Third-Party Information**

- We may receive data from third-party services such as analytics providers, social media platforms, advertising partners, and affiliates.

## **2. How We Use Your Information**

We collect and process your data for the following purposes:

- **Service Delivery:** To provide access to our courses, programs, coaching, and digital content.
- **Communication:** To send important updates, respond to inquiries, and provide customer support.
- **Marketing & Promotions:** To send newsletters, special offers, and personalized advertisements (you may opt out at any time).
- **Security & Fraud Prevention:** To detect unauthorized activity, protect against fraud, and comply with legal obligations.
- **Program Participation:** To track your progress, engagement, and participation in programs

## **3. How We Share Your Information**

We do not sell, rent, or trade your personal information. However, we may share your data under the following circumstances:

- **Service Providers:** We may share information with third-party vendors who assist in processing payments, hosting services, marketing, or analytics.
- **Legal Compliance:** We may disclose data if required by law, subpoena, or to protect our rights, property, and safety.
- **Business Transfers:** If Smooth Operator Solutions undergoes a merger, acquisition, or sale, your data may be transferred to the new entity.

## **4. Data Security & Protection**

We implement industry-standard security measures to protect your information from unauthorized access, alteration, disclosure, or destruction.

Security Measures Include:

- SSL encryption for sensitive transactions.
- Restricted access to personal data.
- Regular security audits and updates.

## **5. Data Retention**

We retain your personal data as long as necessary to fulfill our business obligations, comply with legal requirements, and resolve disputes.

## **6. Your Rights & Choices**

You have the following rights regarding your personal information:

- Marketing Preferences: Opt out of email marketing at any time by clicking "unsubscribe" in emails or contacting us directly.
- Cookies Management: Adjust browser settings to block or delete cookies.

To exercise your rights, email us at [admin@smoothoperatorsolutions.com](mailto:admin@smoothoperatorsolutions.com).

## **7. Cookies & Tracking Technologies**

We use cookies to improve user experience and track website performance. By using our site, you agree to our cookie use.

Types of Cookies We Use:

- Essential Cookies: Required for site functionality.
- Analytics Cookies: Help analyze site traffic.
- Marketing Cookies: Enable personalized ads.

You can manage cookie settings through your browser.

## **8. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for their privacy practices and encourage you to review their policies before sharing personal data.

## **9. Children's Privacy**

Our services are intended for adults 18 years and older. We do not knowingly collect personal information from children. If you believe a child has provided personal data, contact us for removal.

## **10. California Privacy Rights (CCPA) & GDPR Compliance**

Depending on your jurisdiction, you may have additional privacy rights under laws such as the California Consumer Privacy Act (CCPA) or General Data Protection Regulation (GDPR).

If you are a California resident, you may request:

- Information on what personal data we collect.
- Deletion of your personal data.
- To opt-out of data sharing.

If you are in the EU/UK, you may request:

- Data portability.
- Restriction or objection to processing.
- Withdrawal of consent at any time.


To make a request, email us at [admin@smoothoperatorsolutions.com](mailto:admin@smoothoperatorsolutions.com).


## **11. Policy Updates & Changes**

We may update this Privacy Policy as necessary. Changes will be posted with the 'Last Updated' date. Continued use of our services after updates constitutes acceptance.

## **12. Contact Us**

If you have any questions or concerns regarding this Privacy Policy, please contact us at:

 Email: [admin@smoothoperatorsolutions.com](mailto:admin@smoothoperatorsolutions.com)

 Mailing Address: 312 Bulkhead Way, St 104 PO 220, Clover, SC

