

PRIVACY POLICY

The security of your information is of utmost importance to us.

Your Personal Profile

When we request information about you, our primary interest is to provide more personalized services. We respect your privacy and do not sell, rent, or share your name and personal information with other organizations.

By providing your personal information and photo, you understand and consent to the team of this website using your image, photo, video, and comments. This information is available on your public profile and within our community, where you will also see the information of other members. You have the option to deny the use of your information by updating your choices in "Privacy" – "Account Settings". From time to time, we may use some customer information in our marketing materials. However, we will never do so without contacting you first and obtaining written consent.

Security Measures

The security of your personal data is important to us. We follow industry-accepted standards to protect the personal information you provide to us, both during data transmission and after we receive it. When you enter sensitive information (such as your credit card number) on our forms, it is encrypted for transmission using Secure Socket Layer (SSL) technology.

If you discover a fraudulent charge on your bill made on behalf of this website, please contact us immediately to report the case. Additionally, inform your credit card provider following their standard procedures. The website utilizes forums, bulletin boards, and chat rooms. Please remember that any information you disclose through these means becomes public. Always exercise caution when providing personal information to anyone in these contexts.

We also enforce password verification when logging in to ensure that you and your data are protected against unauthorized access. If you remain inactive on your computer for an extended period without logging out, your session at the school will automatically be terminated after a certain time. This helps to enhance the security of your account and prevent unauthorized access.

Only employees who need the information to perform specific tasks, such as billing or student support, have access to personal information. The servers where we store your information are maintained in a secure environment.

Despite our security practices and procedures, like any computer network on the internet, this website's team cannot guarantee the security of your personal data or any other data transmitted over the internet, and therefore cannot be held responsible for security breaches.

No method of data transmission or electronic storage over the internet is 100% secure. Therefore, we cannot guarantee the complete security of your data.

Site Announcements

To send you daily lessons via email, we require your email address. As a subscriber, you will be added to our email list to receive occasional emails with service updates, special offers, and promotions from this website.

You can unsubscribe from these emails at any time by clicking the “Unsubscribe” link provided in the footer of the email. We will send service-related announcements rarely, only when necessary.

For example, if our service is temporarily suspended for maintenance, we may send an email to notify you. In general, you cannot opt out of receiving these types of communications as they are not promotional emails. If you do not wish to receive these notification emails, you can request to unsubscribe.

Protection of Minors’ Information

We are committed to protecting the privacy of minors. This website, like all our sites, is intended for a general audience and is not designed to attract children under the age of 13.

We do not collect or solicit personal information from children under the age of 13, nor do we send emails requesting personal information unless we have permission from the child’s parents or legal guardians. Membership and registration for this website provide access to courses and products related to health and well-being.

To participate in these courses, take advantage of the trial period, or become a member of our community, you need to sign up and become a member of this website. During the registration process, we collect information such as your name and email address.

We may also ask for demographic information such as age and gender to create your profile. If you are subscribing to a paid service, you may be required to provide your credit card information, which will be encrypted on our secure server.

As a member, you will be added to our email list to receive occasional emails with information about our services, special offers, and promotions from the University da Franquia.

Web Beacons

We use a technology called clear gifs (also known as web beacons or web bugs) to better manage the content of the website by providing insights into its performance. Clear gifs are small graphics with a unique identifier and function similarly to cookies – they are used to track the online movements of internet users. However, unlike cookies that reside on the user’s computer, clear gifs are embedded within the page and are the size of a pixel. We do not use clear gifs that contain personal information of our customers.

We use clear gifs in our HTML-format emails to determine which emails are opened by recipients. This allows us to measure the effectiveness of certain communications and campaigns. In some emails, we include content with clickable links that redirect to the Chave do Coração do Homem website. When students and/or customers click on these links, they pass through a separate server before reaching the destination page. We track click-through data to determine interest in each subject and measure the effectiveness of our communications with students. If you prefer not to be tracked in this way, simply refrain from clicking on text or image links in your emails.

With whom we share your information

We share your personal data with the website so that other companies within the group can offer products and services to you. The only information we share with the website is your name, age range, email address, and country. If you do not wish for this information to be shared, please contact our customer support at suportecelmedia@gmail.com (mailto:suportecelmedia@gmail.com).

We may provide your data to service providers that assist us in our activities, such as payment processing or customer support. These companies are authorized to use your data only as necessary to provide services to us. We may also disclose your data:

- as required by law to comply with subpoenas or similar legal processes;
- when we believe in good faith that disclosure is necessary to protect our rights, safeguard your safety or the safety of others, investigate fraud, or respond to a government request;
- if the Universidade da Franquia is involved in a merger, acquisition, or sale, you will be notified by email or through a clear notice on our website of any changes in this regard or in the use of your personal information, as well as any new situation involving the disclosure of your personal data to third parties, to ensure that this is never done without consent.

Cookies

"Cookies" are small pieces of information that we store in your browser or on your hard drive. We and our partners use cookies to remember personal information when you visit our website. For example, if you choose to view our website in French, we will store that information in cookies to always display the website in French for you. We also use cookies to remember your login information to facilitate your access to the site. Most browsers allow you to choose not to accept cookies on your computer. We use session cookies and persistent cookies. The session cookie expires as soon as you close the browser. The persistent cookie remains on your computer for a longer period. Additionally, we use a service provider to track visitor behavior on our website. However, we do not have access to your cookies nor do we control them. The information collected by the service provider is anonymous and used to improve our services and marketing campaigns. Like most websites, we automatically collect and store information. This information includes IP address, browser type and language, service provider, referring pages, operating system, date/time, and website clickstream data. We use this information to understand and analyze trends, administer the site, learn about user behavior, and gather demographic information about our user base as a whole.

Quizzes and Contests

We may offer quizzes or contests on our website for students and visitors to participate in. If you choose to participate, we may ask for personal information and data. Participation in quizzes and contests is completely voluntary, and you have the option not to provide your information. The information we typically ask for may include contact information (such as name and email) and demographic data (such as postal code). We use this information to personalize communications sent to you and to suggest more relevant products and services.

Public Forums

Our websites provide blogs, forums, and communities that are accessible to the general public. Please be aware that any information you provide in these areas of the website may be read, collected, and used by others who access them. If you would like personal information to be removed from a blog, forum, or community, please contact the school via email at suportecelmedia@gmail.com. In some cases, it may not be possible to remove the information. If that is the case, we will notify you and explain the reason.

Links to other websites.

This site contains links to other websites. Please be aware that the site is not responsible for the privacy practices of other sites. We encourage our users to exercise caution when leaving our site and recommend reading the terms of use of any website that collects personally identifiable information. These privacy policies apply only to information received by the website.

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