

PRIVACY POLICY

Effective Date This Privacy Policy becomes effective on the date you complete payment for a service plan.

This Privacy Policy describes how Elemology Family Holdings Corp (“we,” “us,” “our,” or the “Provider”), a for-profit corporation of the State of Florida, collects, uses, stores, and protects your personal information when you use our website and engage our non-medical companionship and in-home support services in Venezuela. By using our website or completing payment for a service plan, you agree to the practices described in this Privacy Policy.

1. Information We Collect

a. Information you provide to us directly

- Client’s full name
- Billing address
- Phone number
- Email address
- Beneficiary information (name, address in Venezuela, contact details, support needs, and any other information you provide through the forms)
- Any other information you voluntarily send us by email, forms, or messages

b. Payment information Payment data (card number, expiration date, etc.) is processed directly by our payment processor (Stripe). We do not store the full details of your credit or debit card.

c. Information collected automatically

- IP address
- Browser type and device
- Pages visited and time spent on the site
- Cookie and similar technology information (if enabled)

2. How We Use Your Information We use the collected information for the following purposes:

- Process and manage your payment and subscription
- Calculate and collect applicable taxes
- Verify identity and prevent fraud
- Coordinate and provide the companionship and in-home support services to the designated Beneficiary
- Communicate with you about your plan, reports, service changes, or administrative matters
- Send reports on the Beneficiary’s status according to the contracted plan
- Comply with legal and tax obligations

- Improve our website and services

We do not use your information for unsolicited marketing purposes without your prior consent.

3. Sharing of Information We do not sell or rent your personal information. We may share your information only in the following circumstances:

- With our payment processor (Stripe) to complete transactions
- With the independent contractors in Venezuela who provide the companionship and support services, only to the extent necessary to fulfill the contracted plan
- When required by law, court order, or governmental authority
- To protect our legal rights, safety, or that of third parties
- In the event of a merger, sale, or transfer of company assets (in which case you will be notified)

4. Data Retention We retain your personal information for as long as you maintain an active subscription and for the time necessary to comply with legal, accounting, or dispute-resolution obligations. Once the business relationship ends, we will securely delete or anonymize the information, unless the law requires us to retain it longer.

5. Information Security We implement reasonable technical and organizational measures to protect your personal information against unauthorized access, loss, alteration, or disclosure. However, no system of transmission or storage over the Internet is 100% secure. You acknowledge and accept this inherent risk.

6. Your Rights Depending on your place of residence, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate data
- Request deletion of your information (subject to legal obligations)
- Object to or restrict the use of your information in certain cases
- Withdraw your consent when processing is based on consent

To exercise any of these rights, you may contact us using the details provided at the end of this policy. We will respond to your request within a reasonable time and in accordance with applicable law.

7. Children's Privacy Our services are not directed to individuals under 18 years of age. We do not knowingly collect personal information from minors. If we discover that we have collected information from a minor, we will delete it immediately.

8. International Data Transfers Because the services are provided in Venezuela and our company is located in Florida, United States, your information may be transferred to and processed in the United States and Venezuela. By using our services, you consent to these transfers.

9. Cookies and Similar Technologies Our website may use cookies and similar technologies to improve the user experience, analyze traffic, and ensure the proper

functioning of the site. You may configure your browser to reject cookies, although this could affect some site functionalities.

10. Changes to this Privacy Policy We reserve the right to modify this Privacy Policy at any time. When we make material changes, we will update the “Last updated” date at the top of this page. We recommend that you review this policy periodically. Continued use of our services after the publication of changes constitutes your acceptance of the revised policy.

11. Contact If you have questions, requests, or concerns about this Privacy Policy or the processing of your personal information, you may contact us at:

Email: admin@consentidosvzla.com