

Privacy Policy

At Fortellar ("we," "us," or "our"), we are committed to protecting your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, and safeguard your data when you visit our website (the "Site").

1. Information We Collect

We may collect the following types of information to provide and improve our services:

- **Personal Information:** This includes your name, email address, and company information that you provide when you contact us, sign up for our services, or fill out a form.
- **Usage Data:** This is information about how you interact with our Site, such as the pages you visit, the features you use, and the amount of time you spend on the Site.
- **Technical Data:** This includes your IP address, browser type and version, device information, and data collected through cookies.

Children's and Minors' Data

- Our Services are not intended for, and we do not knowingly collect any personal data from, children under the age of 18. If we learn we have collected or received personal data from a child under 18 years old without verification of parental consent, we will delete that information.

2. How We Use Your Information

We use your information for the following purposes:

- To provide, operate, and improve our services.
- To respond to your inquiries, comments, and support requests.
- To send you relevant updates and marketing communications (you can opt-out at any time).
- To analyze website usage and trends to enhance the user experience.
- To comply with legal obligations and protect our rights.

3. Data Storage & Security

We will retain personal data in our CRM for as long as necessary to provide you with the services requested, which in most cases does not exceed 5 years from the date of collection of the data.

We implement appropriate technical and organizational security measures designed to protect your personal information against unauthorized access, alteration, disclosure, or destruction. However, please be aware that no method of transmission over the internet or method of electronic storage is 100% secure.

4. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your browsing experience, analyze website traffic, and personalize content. Cookies are small data files stored on your device. You can control or refuse the use of cookies through your browser settings, though doing so may affect the functionality of our Site.

5. Third-Party Services

Our Site may contain links to websites or services operated by third parties. We are not responsible for the privacy practices of these external sites. We strongly encourage you to review their privacy policies before providing any personal information.

6. Your Privacy Rights

You have the right to:

- Access, review, and update your personal information.
- Request the deletion of your personal data.
- Opt-out of receiving marketing communications from us.
- Request a copy of your data (data portability).

To exercise any of these rights, please contact us using the information below.

7. Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any material changes by posting the new policy on this page and updating the "Last Updated" date at the top.

8. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at: **Email:** privacy@fortellar.com