

# Privacy Policy for The Gift Of A.D.D.iction Service

## Introduction

The Gift Of A.D.D.iction Service (GOA.D.D.) is committed to respecting your privacy and complying with applicable data protection and privacy laws. This Privacy Policy outlines how we collect, use, protect, and disclose your personal information. It also explains your rights regarding your information and how you can exercise them.

In this policy, "we," "us," and "our" refer to The Gift Of A.D.D.iction Service (GOA.D.D.).

## Visiting Our Website

You can browse our website without providing any personally identifiable information. However, we may use cookies and collect non-personal data about your browsing activity. For more information, please refer to our [Cookie Policy].

If you choose to provide personal information, for example, by ordering products, registering for events, or completing forms, we assure you that your information will only be used to support your relationship with GOA.D.D.

## Information We Collect

### Personal Information

We collect personal information with your knowledge and consent, typically when you:

- Order products or services
- Make inquiries or request support
- Register for events or information
- Respond to surveys or questionnaires
- Submit job applications

Examples of personal information we may collect include:

- Name
- Postal address
- Date of birth

- Phone number
- Email address
- Payment information (e.g., credit/debit card details)
- Other information provided during registration or surveys

## **Non-Personal Information**

We may collect non-personal information about your visits to our website, such as:

- Pages viewed
- Products and services browsed
- General browsing activities

This data helps us improve our website, tailor services to your preferences, and develop better products.

## **How We Use Your Information**

We use your information for the following purposes:

- Processing orders and managing your account
- Delivering requested products, services, or information
- Responding to inquiries or complaints
- Verifying your identity
- Conducting market research and product analysis
- Providing updates on products, services, events, and special offers (if you have opted in)

## **Marketing Preferences**

You can update your preferences or opt out of marketing communications at any time by emailing us at [Joshua@thegiftofaddiction.com](mailto:Joshua@thegiftofaddiction.com). Please include your full name and specify your request (e.g., "opt-out email" or "opt-in post").

## **Sharing Your Information**

We will only share your information:

1. Within the GOA.D.D. Group, for purposes consistent with this Privacy Policy.
2. In the event of a reorganization or sale of the company, your data may be transferred to the new entity.
3. To comply with legal obligations (e.g., court orders).

We do not sell or share your personal information with third parties for marketing purposes without your explicit consent.

## Data Retention

We retain your information only for as long as necessary to fulfill the purposes outlined in this policy:

- Account information: Retained while you are a customer and for up to 3 years after.
- Legal obligations: Certain data may be retained for audit or compliance purposes.

You can request deletion of your data at any time by contacting us.

## Access and Control of Your Information

You have the right to:

- Access the personal data we hold about you
- Request corrections to inaccurate or incomplete data
- Request deletion of your data (subject to legal obligations)
- Object to or restrict certain types of processing
- Withdraw consent where applicable

To make a request, email [Joshua@thegiftofaddiction.org](mailto:Joshua@thegiftofaddiction.org) with your full name, contact information, and details of your request. We aim to respond within 30 days.

## California Consumer Privacy Act (CCPA) Rights

If you are a California resident, you have additional rights under the California Consumer Privacy Act (CCPA):

- **Right to Know:** You can request information about the categories and specific pieces of personal data we have collected, the sources of that data, and the purposes for which it is used.
- **Right to Delete:** You can request the deletion of your personal data, subject to legal exceptions.
- **Right to Opt-Out:** You can opt out of the sale of your personal information. Please note that we do not sell your personal data.
- **Right to Non-Discrimination:** We will not discriminate against you for exercising any of your CCPA rights.

To exercise your CCPA rights, please contact us at [Joshua@thegiftofaddiction.org](mailto:Joshua@thegiftofaddiction.org) or write to our postal address below. Please include "CCPA Request" in your subject line and provide sufficient details to verify your identity.

## Social Media and Public Comments

Any posts or comments you share on GOA.D.D. social media accounts (e.g., Facebook, Twitter) are subject to the terms of the respective platform. These platforms may make your posts public, and we are not responsible for their policies or practices.

Please avoid sharing sensitive information in public comments. Ensure your comments comply with acceptable use policies and are not offensive, defamatory, or inappropriate.

## Information Security

GOA.D.D. employs industry-standard security measures, including TLS encryption, to protect your data. However, please note that internet communications (e.g., email) are not always secure. We recommend avoiding sharing sensitive information over unencrypted channels.

## Monitoring Communications

We may monitor or record calls, emails, and other communications for quality control, training, and legal compliance purposes. These recordings will be retained only as long as necessary for these purposes.

## Updates to This Policy

This Privacy Policy may be updated from time to time to reflect changes in applicable laws or our practices. The latest version will always be available on our website. If significant changes are made, we will notify you via email or a prominent website notice.

## Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact us at:

**Email:** [Joshua@thegiftofaddiction.org](mailto:Joshua@thegiftofaddiction.org)

**Postal Address:** 10501 Warren Road, Coldstream, BC, Canada

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**Last Updated:** 01/01/2025