

Privacy Policy

Last updated: 11/21/25

This Privacy Policy describes how **NEO THE AGENCY** (“we”, “us”, or “our”) collects, uses, stores, and protects your personal information when you visit our website **neotheagency.com** or interact with our services.

By using our website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

1.1 Information You Provide

When you submit forms, request information, or contact us, we may collect:

- Full name
- Email address
- Phone number / WhatsApp number
- Message or inquiry details
- Any additional information you choose to provide

1.2 Automatically Collected Information

When you browse our website, we may automatically collect:

- IP address
- Device information
- Browser type
- Cookies and tracking data
- Pages visited and time spent on the site

This data helps us understand site performance, improve user experience, and ensure security.

1.3 Third-Party Data

If you interact with embedded tools or services (e.g., calendars, CRM forms, analytics, Google Maps), those third parties may collect data according to their own policies.

2. How We Use Your Information

We use your information to:

- Provide and improve our services
- Respond to inquiries and customer support requests
- Manage appointments and bookings
- Update CRM records
- Personalize website content
- Analytics and website optimization
- Comply with legal obligations

We do **not** sell your personal data.

3. How Your Information Is Shared

We may share your data with:

3.1 Service Providers (Processors)

Including but not limited to:

- CRM platforms (e.g., GoHighLevel)
- Email service providers
- Analytics tools
- Web hosting providers

They only receive the information necessary to perform their services.

3.2 Legal Compliance

We may disclose information if required to:

- Comply with applicable laws
 - Respond to court orders or government requests
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4. Data Retention

We keep your information only for as long as necessary to fulfill the purposes described in this policy or as required by law.

5. Data Security

We implement industry-standard security measures to protect your information. However, no method of transmission over the internet is 100% secure.

6. Your Rights

Depending on your location, you may have the right to:

- Access the personal data we hold
- Request corrections or updates
- Request deletion of your data
- Withdraw consent
- Object to processing
- Request a copy of your data

You can exercise these rights by contacting us at **[Your Contact Email]**.

7. Third-Party Links

Our website may contain links to external websites.

We are not responsible for the privacy practices of those websites.

8. Cookies & Tracking Technologies

We use cookies and similar technologies to improve functionality, analyze usage, and offer personalized experiences.

See our **Cookie Policy** below for more information.

9. Children's Privacy

Our website is not intended for children under 13, and we do not knowingly collect their data.

10. Changes to This Policy

We may update this Privacy Policy at any time.

The latest version will always be posted on this page with the updated date.

11. Contact Us

If you have questions about this Privacy Policy or wish to exercise your rights, contact us at:

NEO THE AGENCY

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