

# 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](http://neotheagency.com) or interact with our services.

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

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## 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.

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## **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.

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## **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.

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### **5. Data Security**

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

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### **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 [\[Your Contact Email\]](#).

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### **7. Third-Party Links**

Our website may contain links to external websites.

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

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## **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.

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## **9. Children's Privacy**

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

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## **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.

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## **11. Contact Us**

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

**NEO THE AGENCY**

**hello@neotheagency.com**

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