

Hello! Welcome to our privacy policy.

Fenix Alliance is deeply committed to ensuring the privacy and security of information and practices of its customers. Computer security is one of the most important action points around our practices and services. We incorporate within our operations a robust margin of transparency and reliability, offering our clients a wide range of services to protect their privacy through a responsible administration of the data we store. Our services, added values and products (both our own and those of third parties) are based on strong policies designed to protect data at the corporate, social and personal levels.

What information do we collect?

We collect / collect your information when you obtain an Alliance ID Holder, you register on our site, if you make an order, subscribe to our newsletter, answer a survey or fill out a form.

When you register or order on our site, as the case may be, you will be asked to enter: your name, email address, postal address, telephone number, credit card information or social security number. However, you can visit our site anonymously.

Google, as a third-party provider, uses cookies to serve ads on your site. The use of the DART cookie by Google, allows you to publish ads to your users based on your visits to your sites and other sites on the Internet. Users may choose not to use the DART cookie by visiting the Privacy Policy of the Google content and ads network.

What do we use your information for?

Any of the information we take from you can be used in one of the following ways:

To personalize your experience. Your information helps us to better respond to your needs to improve our website. We continually strive to improve our offers on the website based on the information and comments we receive from you to improve our customer service. Your information helps us respond more effectively to your customer service requests and technical support needs To process transactions Your information, whether public or private, will not be sold, exchanged, transferred or assigned to any other company for any reason, without your consent, except for the specific purpose of delivering the requested product or service, administering a contest, promotion, survey or other function of the site or to send emails periodically.

The email address you provide us for order processing can be used to send you information and updates related to your order, in addition to occasionally receiving news about the company, updates, information related to products or services, etc.

Notice / attention: If at any time you wish to cancel the subscription to avoid receiving future mails, we include detailed instructions for the cancellation of this at the bottom of each email.

How do we protect your information?

We implement a series of security measures to keep your personal information safe when you place an order or enter, send or access your personal information.

We offer the use of a secure server. All the confidential and / or credit information provided is transmitted through Secure Socket Layer (SSL) technology and then encrypted in our database so that only those who are authorized with special access rights to our database can access it. systems, who are obliged to keep the information confidential.

When you log in with your Alliance ID on any of the sites officially recognized by us, your personal information is transmitted and stored using industrial-level protocols that serve the purpose of authenticating and safeguarding the integrity and confidentiality of the information we collect.

After a transaction, your private information (credit cards, social security numbers, finances, etc.) may be stored by the payment gateway that is used.

Do we use cookies?

Yes. Cookies are small files that a site or your service provider transfers to your computer's hard drive through your web browser (if you allow it), which enables the sites or systems of service providers to recognize your browser and capture and remember some information.

We use cookies to help us remember and process items in your shopping cart, to understand and save your preferences for future visits, to track ads and compile aggregate data about traffic and site interaction, so we can offer better experiences of sites and tools in the future. We can contract as third parties service providers to help us better understand our site visitors. These service providers are not allowed to use the information collected on our behalf, except to help us direct and improve our business in order to offer a better service.

If you prefer, you can choose to have your computer notify you each time a cookie is sent, or you can choose to deactivate all cookies through your browser settings. Like most websites, if you turn off cookies, some of our services may not work properly. However, you can still place orders by phone or by contacting customer service.

Third party links

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent Privacy Policies. Therefore, we have no responsibility for the content and activities of these linked sites. However, we seek to protect the integrity of our site and appreciate any comments about these sites.

Do we disclose any information to third parties?

We do not sell, exchange or otherwise transfer your personal information to third parties. This does not include trusted third parties that help us operate our website, direct our business or provide you with the service, provided that those parties agree to keep this information confidential. We may also disclose your information when we believe it is appropriate to comply with the law, to enforce the policies of our site, or to protect our rights, property or safety or that of others. However, personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Compliance with the California Online Privacy Protection Act.

Because we value your privacy, we have taken the necessary precautions to comply with the California Online Privacy Protection Act. Therefore, we will not distribute your personal information to third parties without your consent.

As part of the California Online Privacy Protection Act, all users of our site can make changes to your information at any time by logging in to your control panel and clicking on the "Edit Profile" page.

Compliance with the Law on Protection of Children's Privacy online.

We are complying with the requirements of COPPA (Children's Online Privacy Protection Act), we do not compile information from people under 13 years of age. Our website, products and services are aimed at people 13 years of age and older.

Online Privacy Policy only

This Online Privacy Policy applies only to the information collected through our website and not the information collected offline.

Your consent

By using our site, you give your consent to our Privacy Policy (online / website).

Changes in our Privacy Policy.

If we decide to change our Privacy Policy, we will post those changes on this page, send an email informing you of any changes and / or update the date of modification of the Privacy Policy that appears below.

Contact us

If there are any questions related to this Privacy Policy, you can contact us through the means below.

privacy@fenix-alliance.com

Free Toll: +12065886716