



CRYSTAL AGENCY

PRIVACY POLICY

PRIVACY POLICY - Last Updated: 01-07-2025



Crystal Agency ("we," "us," or "our") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website crystalagency.io or engage with our services.

1. Information We Collect

We may collect the following types of information:

A. Personal Data

- Contact Information: Name, email, phone number, company name.
- Account Details: Username, password (encrypted), payment information (processed securely via third-party providers like Stripe/PayPal).
- Communications: Emails, chat logs, customer support inquiries.

B. Non-Personal Data

- Usage Data: IP address, browser type, device information, pages visited, session duration (via cookies and analytics tools like Google Analytics).
- Cookies & Tracking Technologies: We use cookies to enhance user experience. You can manage preferences via browser settings.

2. How We Use Your Information

We process data for:

- **Service Delivery:** To provide and maintain our services.
- **Improvements:** Analyzing trends to optimize website performance.
- **Marketing:** Sending updates (opt-out anytime).
- **Legal Compliance:** Fraud prevention and regulatory obligations.

3. Data Sharing & Disclosure

We do not sell your data. Limited sharing occurs with:

- **Trusted Third Parties:** Payment processors, cloud hosting providers (AWS, Vercel).
- **Legal Requirements:** If required by law (e.g., court orders).

4. Data Security

We implement:

Encryption	Access Controls	Regular Audits
SSL/TLS for data transmission.	Restricted internal access.	To ensure compliance.

5. Your Rights

Depending on your location (GDPR/CCPA), you may:

- Access, Correct, or Delete your data.
- Opt out of marketing communications.
- Withdraw Consent (where applicable).
- Lodge Complaints with regulatory authorities.

To exercise these rights, contact: hello@crystalagency.io

6. International Data Transfers

Data may be transferred globally but is protected under EU-US DPF or Standard Contractual Clauses (SCCs).

7. Children's Privacy

Our services are not directed at children under 16. We do not knowingly collect their data.

8. Policy Updates

We may revise this policy. Changes will be posted here with an updated "Last Revised" date.

9. Contact Us

For questions, contact: Email: hello@crystalagency.io