

# Privacy Policy for The Chatagy Creative Agency

Effective Date: November 2024

At The Chatagy Creative Agency ("we," "our," or "us"), your privacy is a top priority. This Privacy Policy outlines how we collect, use, and protect your personal information when you interact with us through our website, services, and communications. By using our services, you agree to the practices described in this Privacy Policy.

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## 1. Information We Collect

We collect the following types of information to provide and improve our services:

### a. Personal Information

- Name
- Email address
- Phone number
- Business information (e.g., company name, industry)

### b. Non-Personal Information

- Browser type and version
- Device type and operating system
- IP address
- Website usage data, such as pages visited, time spent, and referring/exit pages

### c. Information You Provide

- Any information you voluntarily submit through forms, emails, or communications with us, including project details, feedback, and inquiries.
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## 2. How We Use Your Information

We use your information for the following purposes:

- **Service Delivery:** To provide, manage, and improve our creative services.
- **Communication:** To respond to inquiries, send project updates, or deliver promotional materials.
- **Billing:** To process payments and send invoices or receipts.
- **Analytics:** To analyze user behavior and improve our website and services.

- **Legal Compliance:** To comply with applicable laws, regulations, or legal obligations.
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### 3. How We Share Your Information

We do not sell your personal information to third parties. However, we may share your information under the following circumstances:

- **Service Providers:** With trusted third-party vendors who assist us in providing our services (e.g., payment processors, hosting providers).
  - **Legal Obligations:** When required by law, legal processes, or to protect our rights.
  - **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred to the new entity.
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### 4. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience and gather data. These may include:

- **Essential Cookies:** Necessary for website functionality.
- **Analytical Cookies:** To monitor and improve website performance.

You can adjust your browser settings to manage or disable cookies; however, some features may not function properly without cookies.

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### 5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, comply with legal obligations, resolve disputes, and enforce agreements.

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### 6. Security

We implement robust security measures to protect your information, including encryption, secure servers, and regular monitoring. While we strive to protect your data, no system is completely secure, and we cannot guarantee absolute security.

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### 7. Your Rights

You have the following rights regarding your personal information:

- **Access:** Request access to the personal data we hold about you.
- **Correction:** Request correction of inaccurate or incomplete data.

- **Deletion:** Request deletion of your personal information, subject to legal or contractual obligations.
- **Opt-Out:** Opt-out of marketing communications at any time.

To exercise these rights, contact us at [jax@thechatagy.com](mailto:jax@thechatagy.com).

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## 8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for their privacy practices or content. Please review their privacy policies before sharing your information.

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## 9. Children's Privacy

Our services are not directed toward children under the age of 21, and we do not knowingly collect personal information from them.

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## 10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date. We encourage you to review it periodically.

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## 11. Contact Us

For questions or concerns regarding this Privacy Policy, please contact us at:

**The Chatagy Creative Agency**

Email: [jax@thechatagy.com](mailto:jax@thechatagy.com)

Phone: 346-287-1937

Address: 2406 Hidden Park Ct. Suite A2, Richmond, TX 77469

Thank you for trusting The Chatagy Creative Agency with your information. We value your privacy and are committed to protecting it.