

Your Privacy Matters to Us

Last Updated: 3-5-26

At My Literacy Solutions, LLC we are committed to protecting your privacy. This Privacy Policy explains how personal information is collected, used, stored, and protected when users interact with us through any of the following: freebie downloads, visit the website, access the client portal, purchase products or services, or communicate via email or SMS.

By using the website, client portal, or services, you consent to the practices described in this Privacy Policy. If you do not agree, please refrain from using our services.

1. Information We Collect

We may collect the following categories of information:

Personal Information

This may include:

- Name
- Email address
- Phone number
- Billing address
- Any other information you voluntarily provide

Account and Usage Information

This may include:

- Login and account details
- Activity within the client portal

- Form submissions, uploads, and support requests

Communication Information

This may include:

- Email messages and correspondence
- SMS messages and message history
- Appointment requests, inquiries, or related details

Payment information is processed by third-party payment providers and is not stored or processed directly by us.

2. How Information Is Collected

Information may be collected when you:

- Create an account or access the client portal
- Purchase a product or service
- Submit a form, application, or request information
- Communicate with us via email or SMS
- Interact with or browse the website

Certain information may also be collected automatically through cookies, pixels, or similar tracking technologies.

3. How Information Is Used

Collected information may be used to:

- Provide, operate, and maintain services
- Manage accounts, purchases, and access
- Deliver digital products or services
- Send account-related, service-related, or billing communications
- Respond to inquiries, requests, or support issues
- Improve website functionality, security, and user experience
- Comply with legal, regulatory, or contractual obligations

Information is used only for legitimate business purposes consistent with this Privacy Policy.

4. Email and SMS Communications

SMS Communications

By providing a phone number, you consent to receive SMS messages related to:

- Account activity and notifications
- Service or delivery updates
- Billing or payment issues
- Customer support communications

Message frequency may vary. Message and data rates may apply depending on your carrier and plan.

You may opt out of SMS messages at any time by replying **STOP**. For assistance, reply **HELP**.

Email Communications

You may unsubscribe from non-essential marketing emails at any time using the unsubscribe link provided. Transactional, service-related, and account-related emails may continue to be sent as necessary to operate services.

5. Cookies and Tracking Technologies

Cookies and similar technologies may be used to:

- Improve user experience
- Analyze website usage and performance
- Maintain website and account functionality

You may disable cookies through your browser settings. Disabling cookies may affect certain features or functionality of the website.

6. Payment Processing

Payments are processed through third-party payment providers. Full payment information, such as credit card numbers, is not stored or processed directly by us.

Third-party payment providers handle payment data according to their own privacy policies and security practices.

7. Information Sharing

Personal information may be shared with trusted third parties only as necessary to:

- Process payments
- Deliver communications
- Provide hosting, technical, or operational services

- Maintain security, compliance, or fraud prevention

Personal information is not sold, rented, or shared for third-party marketing purposes.

8. Data Security

Reasonable administrative, technical, and organizational measures are implemented to protect personal information from unauthorized access, misuse, loss, or disclosure.

However, no method of transmission or storage is completely secure, and absolute security cannot be guaranteed. You are responsible for maintaining the confidentiality of your login credentials.

9. Data Retention

Personal information is retained only for as long as reasonably necessary to:

- Provide services
 - Fulfill contractual obligations
 - Comply with legal or regulatory requirements
 - Resolve disputes
 - Enforce agreements
-

10. Your Rights

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

- Access or update personal information
- Request deletion of personal data

- Withdraw consent for communications

Requests may be submitted using the contact information provided on the website. Requests will be handled in accordance with applicable laws.

11. Children's Privacy

Services are not intended for individuals under the age of 18. Personal information from minors is not knowingly collected. If such information is discovered, it will be deleted promptly.

Educational games may be played by children under supervision of a parent's account and login.

12. International Users

Information may be stored and processed in jurisdictions different from where you reside. By using the services, you consent to the transfer, storage, and processing of information in such jurisdictions.

13. Changes to This Policy

This Privacy Policy may be updated at any time. Updates are effective upon posting. Continued use of the website, client portal, or services constitutes acceptance of the updated policy.

14. Contact Information

For questions regarding this Privacy Policy or data practices, contact us here:

alyssa@myliteracysolutions.com.
