



## Myopain Seminars, LLC

### Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy

Effective date: January 15, 2019

Myopain Seminars, LLC ("us", "we", or "our") operates the <http://myopainseminars.com> website (the "Service"). We respect your right to privacy and understand the risks to privacy involved in using the Internet. To mediate the risks, we believe that you have the right to know exactly how we collect and use information at our web pages. This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data, information about the General Data Protection Regulation (GDPR), and our refund policy.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy.

#### Definitions

- **Service**

Service is the <https://www.myopainseminars.com/> website operated by Myopain Seminars, LLC

- **Personal Data**

Personal Data means data about a living individual who can be identified from those data (or from those and other information either in our possession or likely to come into our possession).

- **Usage Data**

Usage Data is data collected automatically either generated by the use of the Service or from the Service infrastructure itself (for example, the duration of a page visit).

- **Cookies**

Cookies are small pieces of data stored on your device (computer or mobile device).

- **Data Controller**

Data Controller means the natural or legal person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal information are, or are to be, processed.

For the purpose of this Privacy Policy, we are a Data Controller of your Personal Data.

- **Data Processors (or Service Providers)**

Data Processor (or Service Provider) means any natural or legal person who processes the data on behalf of the Data Controller.

We may use the services of various Service Providers in order to process your data more effectively.

- **Data Subject (or User)**

Data Subject is any living individual who is using our Service and is the subject of Personal Data.

## **Information Collection And Use**

We collect several different types of information for various purposes to provide and improve our Service to you.

## **Types of Data Collected**

### *Personal Data*

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not necessarily limited to:

- Email address
- First name and last name
- Phone number
- Address, State, Province, ZIP/Postal code, City
- Cookies and Usage Data

We may use your Personal Data to return communication, better understand your needs and provide you with better service. Specifically, we use your information to help you complete a transaction, to communicate back to you and to update you on services and benefits. We may use your Personal Data to contact you with newsletters, marketing or promotional materials and other information that may be of interest to you. You may opt out of receiving any, or all, of these communications from us by following the unsubscribe link or instructions provided in any email we send.

We use your Personal Data when you make online purchases, to check your qualifications, verify your identity, as well as for billing and shipping purposes. Myopain Seminars uses email as an avenue by which to provide customer service and technical support. We do not release any contact information about you for any purpose. We may contact you using this information in an attempt to resolve a prior issue, proactively notify you of technical issues which may affect you, or if applicable, perform the services for which such data was collected (eg. if you sign up for a course, we will send you information about the course, such as location, pre-course study materials, etc. to the address you provide us).

### *Usage Data*

We may also collect information how the Service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

## *Tracking & Cookies Data*

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- **Session Cookies.** We use Session Cookies to operate our Service.
- **Preference Cookies.** We use Preference Cookies to remember your preferences and various settings.
- **Security Cookies.** We use Security Cookies for security purposes.

## *Use of Data*

Myopain Seminars, LLC uses the collected data for various purposes:

- To provide and maintain our Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer support
- To gather analysis or valuable information so that we can improve our Service
- To monitor the usage of our Service
- To detect, prevent, and address technical issues
- To provide you with news, special offers and general information about other goods, services and events which we offer that are similar to those that you have already purchased or enquired about unless you have opted not to receive such information

## **Legal Basis for Processing Personal Data Under General Data Protection Regulation (GDPR)**

If you are from the European Economic Area (EEA), the legal basis for collecting and using the personal information by Myopain Seminars, LLC described in this Privacy Policy depends on the Personal Data we collect and the specific context in which we collect it.

Myopain Seminars, LLC may process your Personal Data because:

- We need to perform a contract with you
- You have given us permission to do so
- The processing is in our legitimate interests and it's not overridden by your rights
- For payment processing purposes
- To comply with the law

### *Retention of Data*

Myopain Seminars, LLC will retain your Personal Data only for as long as is necessary for the purposes set out in this Privacy Policy. We will retain and use your Personal Data to the extent necessary to comply with our legal obligations (for example, if we are required to retain your data to comply with applicable laws), resolve disputes, and enforce our legal agreements and policies.

Myopain Seminars, LLC will also retain Usage Data for internal analysis purposes. Usage Data is generally retained for a shorter period of time, except when this data is used to strengthen the security or to improve the functionality of our Service, or we are legally obligated to retain this data for longer time periods.

### *Transfer Of Data*

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside the United States and choose to provide information to us, please note that we may transfer the data, including Personal Data, to the United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Myopain Seminars, LLC will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

## **Disclosure of Data**

### *Disclosure for Law Enforcement*

Under certain circumstances, Myopain Seminars, LLC may be required to disclose your Personal Data if required to do so by law or in response to valid requests by public authorities (e.g. a court or a government agency).

### *Legal Requirements*

Myopain Seminars, LLC may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Myopain Seminars, LLC
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

### *Security Of Data*

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

### *"Do Not Track" Signals*

We do not support Do Not Track ("DNT"). Do Not Track is a preference you can set in your web browser to inform websites that you do not want to be tracked.

You can enable or disable Do Not Track by visiting the Preferences or Settings page of your web browser.

### *Your Data Protection Rights Under General Data Protection Regulation (GDPR)*

If you are a resident of the European Economic Area (EEA), you have certain data protection rights. Myopain Seminars, LLC aims to take reasonable steps to allow you to correct, amend, delete, or limit the use of your Personal Data.

If you wish to be informed what Personal Data we hold about you and if you want it to be removed from our systems, please contact us.

In certain circumstances, you have the following data protection rights:

- **The right to access, update or to delete the information we have on you.** Whenever made possible, you can access, update or request deletion of your Personal Data directly within your account settings section. If you are unable to perform these actions yourself, please contact us to assist you.
- **The right of rectification.** You have the right to have your information rectified if that information is inaccurate or incomplete.
- **The right to object.** You have the right to object to our processing of your Personal Data.
- **The right of restriction.** You have the right to request that we restrict the processing of your personal information.
- **The right to data portability.** You have the right to be provided with a copy of the information we have on you in a structured, machine-readable and commonly used format.
- **The right to withdraw consent.** You also have the right to withdraw your consent at any time where Myopain Seminars, LLC relied on your consent to process your personal information.

Please note that we may ask you to verify your identity before responding to such requests.

You have the right to complain to a Data Protection Authority about our collection and use of your Personal Data. For more information, please contact your local data protection authority in the European Economic Area (EEA).

## **Service Providers**

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services, or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

- 1) Close.io <https://close.io/> - A Customer Relations Management tool (CRM)
- 2) Quickmail - <https://quickmail.io/> - An Email, Cold Email and Follow-up tool
- 3) Zapier - <https://zapier.com/> - A Web Applications Integration tool
- 4) Google Sheets - <https://developers.google.com/sheets/> - An Online Spreadsheets App
- 5) Send in Blue - <https://www.sendinblue.com/> - Marketing Platform for Small Business
- 6) AWS - Amazon Web Services - <https://aws.amazon.com/>

## **Payments**

We may provide paid products and/or services within the Service. In that case, we use third-party services for payment processing (e.g. payment processors).

We will not store or collect your payment card details. That information is provided directly to our third-party payment processors whose use of your personal information is governed by their Privacy Policy. These payment processors adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, Mastercard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of payment information.

The payment processors we work with are:

- **Stripe**

The Privacy Policy of Stripe can be viewed at <https://stripe.com/us/privacy>

- **Authorize.net**

The Privacy Policy from Authorize.net can be viewed at

<https://www.authorize.net/company/privacy/>

- **Calibr Merchant Solutions**

The Privacy Policy of Calibr can be viewed at <http://gocalibr.com/privacypolicy>

### **Links to Other Sites**

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

- 1) Close.io <https://close.io/>
- 2) Quickmail - <https://quickmail.io/>
- 3) Zapier - <https://zapier.com/>
- 4) Google Sheets - <https://developers.google.com/sheets/>
- 5) Send in Blue - <https://www.sendinblue.com/>
- 6) Amazon Web Services - <https://aws.amazon.com/>

### **Children's Privacy**

Our Service does not address anyone under the age of 18 ("Children").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your Children have provided us with Personal Data, please contact us. If we become

aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

## **Cancellation Policy**

All course registrations must be completed online at <https://www.myopainseminars.com>. Once you have completed the registration and payment process, you will receive a confirmation that you have secured a position in the course(s) you registered for.

If you wish to transfer to another course or course program offered by Myopain Seminars, please contact our administrative office via email at [info@myopainseminars.com](mailto:info@myopainseminars.com) or via telephone at 855.209.1832. We do not charge you for transferring to another course or course program. In other words, you will not incur any costs associated with the transfer.

If you wish to cancel a course, please contact our administrative office via email at [info@myopainseminars.com](mailto:info@myopainseminars.com) or via telephone at 855.209.1832. The first time you request to change a course, you will not incur a cancellation fee.

If you wish to cancel a course a second time, please contact our administrative office via email at [info@myopainseminars.com](mailto:info@myopainseminars.com) or via telephone at 855.209.1832. When you cancel a course for the second time, we reserve the right to charge you an administrative fee of 25% of the course fee if written notification is received and confirmed prior to 3 weeks of the course start date. If written notification is received and confirmed less than 3 weeks of the course start date, we reserve the right to charge you an administrative fee of 50% of the course fee.

We do not issue any money or credit for “no shows” at the course nor for cancellations received any time after the course start date.

If you have to withdraw from a course during the actual course and you are not able to complete the course due to illness, family emergencies, or other similar reasons, Myopain Seminars will gladly transfer your course registration to the same type of course at a mutually agreeable future date and location. Under these circumstances, we do not charge you for transferring to another course or course program. In other words, you will not incur any costs associated with the transfer.

Neither Myopain Seminars or any host or sponsor facility are responsible for any reimbursement of expense incurred.

*Course Cancellation:*

We reserve the right to cancel a course due to unforeseen or unavoidable circumstances. If course is cancelled due to low enrollment, we will contact you at the primary email address and phone number which was provided at the time of registration. At that time, you will be able to select a full refund or full transfer to new course date and location within 12 months of the cancellation date of the original course. Neither Myopain Seminars nor host facility are responsible for any reimbursement of expense incurred by participant, including airline tickets or hotel accommodations.

If course is interrupted while in progress by an 'act of God' or circumstances beyond control, no refunds will be issued. Myopain Seminars will gladly transfer your course registration to the same type of course at a mutually agreeable future date and location. Under these circumstances, we do not charge you for transferring to another course or course program. In other words, you will not incur any costs associated with the transfer. Neither Myopain Seminars nor host facility are responsible for any reimbursement of expense incurred by participant, including airline tickets or hotel accommodations.

**Changes to this Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy**

We may update our Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on the <https://www.myopainseminars.com/> website.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy.

You are advised to review the Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy periodically for any changes.

Changes to the Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy are effective when they are posted on this page.

## **Contact Us**

If you have any questions about our Privacy Policy, General Data Protection Regulation (GDPR) Policy, and Refund Policy, please contact us:

- By email: [info@myopainseminars.com](mailto:info@myopainseminars.com)
- By visiting this page on our website: <https://www.myopainseminars.com/>
- By phone number: 855-209-1832

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