

# Terms & Conditions

## Updated May 2018

Data protection laws have changed in the European Union. To comply with the new laws, we're adding a **Data Processing Addendum (DPA)** to our Terms of Service and updated our **Terms of Service** to reflect the new requirements. We encourage you to review them.

The new Terms of Service now includes our DPA, as required by the General Data Protection Regulation (GDPR), and if you would like a countersigned copy, please follow the **procedures outlined here**. If you have questions about GDPR or the changes to our terms of service, please **review our help page**.

**The Lubeck Group, LLC (company) and Lead-Fully™** are serious about protecting your online privacy. This privacy notice provides you with details of how we collect and process your personal data.

**Lead-Fully™** is the data controller and we are responsible for your personal data (referred to as “we,” “us” or “our” in this privacy notice).

Full name of legal entity: The Lubeck Group, LLC (company) DBA Lead-Fully

Email address: [Joy@lead-fully.com](mailto:Joy@lead-fully.com)

Postal address: 19815 N 70<sup>th</sup> Ave., Glendale, AZ 85308

Telephone: 623-202-7242

It is important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at [Joy@lead-fully.com](mailto:Joy@lead-fully.com)

### CLIENT TERMS AND CONDITIONS

In addition to any and all other Terms and Conditions agreed to in service documents, Client acknowledges the following:

#### USE OF SERVICES

Company does not allow its service to be used for illegal activities or activities that Company deems improper for any reason whatsoever at its sole judgment. Company reserves the right to take preventive or corrective actions to protect itself and its customers, subscribers, and users. Company reserves the right to revise or make exceptions to this policy at any time in order to reflect changing customer and business needs. Company reserves the right to refuse service to anyone, or to refuse to perform any type of service, at any time. Known malicious or fraudulent use of the Services is not allowed.

Client must truthfully and accurately represent its identities in subscribing and using the Company's Services. Client represents and warrants that it is truthfully representing its identity, and agrees to release and hold Company harmless for any loss or damage to Client resulting from a false or inaccurate representation of identity. Client further agrees to indemnify Company against any loss or damage caused to Company resulting from fraudulent or malicious representations of identity made by Client to Company.

Company's active enforcement of its Policies does not release the burden of responsibility of the Client to ensure that all transactions comply with the Use Policy, as well as all state and federal law. Violation of the Company Use Policy may result in temporary or permanent limitation of Client services. Clients whose accounts are permanently limited are barred from future use of Company services. Client acknowledges that it will not be permitted to open a new account under any name.

#### DESCRIPTIONS OF SEARCH ENGINE ISSUES

We use this information to provide our services. We do not share your information with any other companies.

#### RETURN EMAIL ADDRESSES

We use return email addresses to answer the email inquiries we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

#### DATA SECURITY

We have the highest commitment to data security. To prevent unauthorized access, maintain data accuracy, and ensure

the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online.

## **WE PROTECT YOUR PERSONAL INFORMATION**

Your privacy is important to us. This Privacy Notice describes the information we collect and how we use that information. Our Privacy Notice is applicable if you have ever submitted personal information to us.

## **PROTECTING THE PRIVACY OF PERSONAL INFORMATION**

We are committed to protecting your privacy and to implementing technology that gives you a secure online experience. We maintain physical, electronic and procedural safeguards to transmit and store information about you. For instance, we may use computer virus protection software, and firewall's for data transmission. We routinely evaluate security technology and techniques to protect your information.

## **YOUR CHOICES**

You may express a preference for receiving telephone and e-mail contacts from us. Specifically, we may send you e-mails or call you regarding our service from time to time. If you do not wish to receive these e-mails or phone calls, you may contact us by visiting our contact us web page to change your contact preferences. If you elect to opt out of receiving contacts by telephone or e-mail, you will not receive updates on new product information or special offers.

Notwithstanding the above, we may send periodic e-mails informing you of technical service issues related to a service you requested.

In addition, we reserve the right to contact you regarding changes to this Privacy Notice or any other policies or agreements relevant to your use of this Web site.

## **CHANGES TO THIS PRIVACY NOTICE**

Because circumstances and technologies change, we reserve the right to change this Privacy Notice at any time by notifying you of the existence and location of the new or revised Privacy Notice or by posting the changes online at our Web site.

## **"COOKIE" POLICY**

To help ensure we are publishing content users need and want we collect aggregated site visitation statistics using cookies. We do not track individuals' use of the Web site. When someone visits the Web site, a cookie is placed on the visitor's machine (if the visitor accepts cookies). If you choose not to have your browser accept cookies from our Web site, you will not be able to subscribe to the service offerings on the Web site.

## **FOR EU RESIDENTS: YOUR LEGAL RIGHTS**

Under EU data protection laws you have rights in relation to your personal data that include the right to request access, correction, erasure, restriction, transfer, to object to processing, to portability of data and (where the legal grounds of processing is consent) to withdraw consent.

We also grant all of these requests for anyone in our community, including our US residents.

## **PAYMENT PLANS**

Clients choosing a payment plan option commit to all payments unless an alternative agreement is made with The Lubeck Group, LLC (company) DBA Lead-Fully

## **REFUND REQUESTS**

Direct all refund requests to [Joy@lead-fully.com](mailto:Joy@lead-fully.com) Clients may be asked to demonstrate their efforts to put the product or service into use by showing proficiency with material or demonstrating their attempts to put the information to use.

Clients asking for refunds agree to have a phone conversation with a representative of the Company before the refund is granted.

## **WHO DO YOU CONTACT WITH QUESTIONS?**

If you have any questions about this Privacy Notice please contact [Joy@lead-fully.com](mailto:Joy@lead-fully.com) via the email address and/or phone number found at the top of this page.