Privacy Statement

Last Updated: October 12th 2024

1. INTRODUCTION

Your privacy is important to us. This Privacy Statement ("Privacy Statement") sets out our practices in regard to privacy, including but not limited to, how we handle information that may be collected from you.

For the purpose of the following Privacy Statement, references to "we", "us", and "our" include our partners and our affiliates, subsidiaries, agents, representatives, successors, and assigns (and those of our partners).

Details about us:

Our name and details can be found in the welcome email sent to you upon subscribing to the Service. In addition, these can be found after logging in to the website joyflex.com in the footer of this website, and on the My Account details page on joyflex.com.account.

This Privacy Statement applies to the website(s) as operated by us located at joyflex.com and all corresponding webpages, subdomains, subfolder, or successor domains as included within ("Site"), as well as to any other Content, Software, Products, Services, Information and services offered by us through the Site, including, without limitation, online, mobile, and cellular or application-based based features and related technology ("Service").

Please review our Terms of Use ("Terms") available on the Site, which govern your use of Services. Any capitalized terms that are not defined in this Privacy Statement shall have the meaning given to the Terms. This Privacy Statement will remain in full force and effect, even if your use of or participation in the Services or any particular service, feature, function or promotional activity offered through the Service is discontinued, suspended, or terminated for any reason. By using or visiting the Site and any Services, you agree to the collection and use of information in accordance with this Privacy Statement, please do not participate in the Services or any features, activities or services offered through the Site.

From time to time, we may make changes to this Privacy Statement. Any such changes to this Privacy Statement will be posted on the Site and the "Last Updated" date at the top of this webpage will be revised accordingly. Your continued use of the Site and/or Service following such modifications indicates your understanding that the modified Privacy Statement applies to you. You should visit this page from time to time to review this Privacy Statement regularly to ensure you are updated as to any changes.

2. COLLECTION OF INFORMATION

We collect certain pieces of information from you as detailed further below. We may combine certain automatically collected information with other information we obtain about you, which may include information we obtain from other parties.

We collect the following information automatically upon your visit to the Site and your use of the Services:

INFORMATION	PURPOSE
• IP address	• Location verification
• Device identifiers	• Content delivery performance and enhancement
• Browser characteristics	• Site performance operation and enhancement • Service performance operation and enhancement
• Operating system details	• performance and enhancement
• Internet service provider details	• Marketing and targeted content delivery • Investigation of possible unlawful activities, fraud, or violations of this Privacy Statement or our Terms
• Language preferences	• Protect and defend our rights
• Referring URLs	
• Pages viewed	
• Time of visits	
• Duration of visits	

We collect the following information you provide to us directly or through our vendors upon registration when creating of your account, use of the Service and/or Site or upon signing up for participation in marketing or informational communications:

INFORMATION	PURPOSE
• Name	• Provide Services through our Site
• Physical address	• Access Content through our Site
• Email address	• Complete a transaction for use and/or access to our Site
• Age	• Provide customer service or support for use of our Services and/or access to our Site
• Account settings and preferences	• Service performance operation and enhancement
• Telephone number	• Marketing and targeted content delivery
• Payment information	• Sweepstakes and promotional administration
	• Dispute resolution and appeals
	• Investigation of possible unlawful activities, fraud, or violations of this Privacy Statement or our Terms
	• Protect and defend our rights

3. DISCLOSURE OF INFORMATION

We may share information we collect with vendors, partners, affiliates, contractors, and/or third parties for the purposes identified above and for other uses as set forth herein. Additionally, in the event of a business occurrence requiring we sell and/or transfer all or a portion of our business or assets (e.g., merger with another entity, bankruptcy, reorganization, etc.), further reserve the right to disclose any information we may obtain through our Site and/or Service.

INFORMATION	PURPOSE
• IP address • Device identifiers • Browser characteristics • Operating system details • Internet service provider details • Language preferences • Referring URLs • Pages viewed • Time of visits • Duration of visits	• Location verification • Content delivery performance and enhancement • Site performance operation and enhancement • Service performance operation and enhancement • Marketing and targeted content delivery • Provide Services through our Site • Access Content through our Site • Complete a transaction for use and/or access to our Site • Provide customer service or support for use of our Services and/or access to our Site • Provide information about our Services and/or Site • Investigation of possible unlawful activities, fraud, or violations of this Privacy Statement or our Terms • Protect and defend our rights • Compliance with legal process (e.g., search warrant, subpoena, or court order) • Emergency response • Investigation, protection, and remediation of unauthorized use, misuse, or abuse of our Site and/or Services
• Name • Physical address • Email address • Age • Telephone number • Payment information	• Marketing and targeted content delivery • Provide Services through our Site • Access Content through our Site • Complete a transaction for use and/or access to our Site • Provide customer service or support for use of our Services and/or access to our Site • Provide information about our Services and/or Site • Marketing and targeted content delivery • Sweepstakes and promotional administration • Dispute resolution and appeals • Investigation of possible unlawful activities, fraud, or violations of this Privacy Statement or our Terms and/or rights • Investigation of possible unlawful activities, fraud, or violations of this Privacy Statement or our Terms • Protect and defend our rights • Compliance with legal process (e.g., search warrant, subpoena, or court order) • Emergency response • Investigation, protection, and remediation of unauthorized use, misuse, or abuse of our Site and/or Services

4. RETENTION AND REMOVAL OF INFORMATION

We will not store your information longer than is necessary for the performance of Services or to otherwise fulfil the purpose(s) for which the information was collected, unless a longer retention period is required or permitted as required by Applicable Law, at the conclusion of the applicable retention period, we will remove information as described in this Privacy Statement from our systems and records or take appropriate steps to properly anonymize it.

5. SECURITY OF INFORMATION

The security of your information is important to us, and we take steps to ensure that your information is treated securely and in accordance with this Privacy Statement. We take reasonable measures to protect your personal information from loss, theft, misuse, unauthorized access, disclosure, alteration, and destruction. Although we will do our best to protect your information, we cannot guarantee the security of your information transmitted through the Site or in your written communications to us. Transmission via the Internet and online digital storage are not completely secure. You should take special care in deciding what information collected through the use of the Services, transmission is at your own risk.

6. PRIVACY OF CHILDREN

Our Site is not intended for children under 13 years of age. We do not knowingly allow anyone under the age of 13 to utilize our Services, including, but not limited to, those that may be offered through our Site. We do not knowingly collect information from children under the age of 13. If you are under the age of 13, do not use or provide any information on this Site or on or through any of its features/register on the Site, make any purchases through the Site, use any of the interactive or public comment features of this Site or provide any information about yourself to us, including your name, address, email address, or any screen name or user name you may use. If we learn we have collected or received personal information from a child under 13 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 13, please contact us at contact@joyflex.com.

7. CALIFORNIA RESIDENTS

California's "Shine the Light" law (Civil Code Section § 1798.83) permits California residents to request certain information regarding our disclosure of your personal information to third parties for their direct marketing purposes. To make such a request, please send an email to contact@joyflex.com. Please put the statement "California Shine The Light Request" in the first line of the email and include your name, physical address, city, state, and ZIP code. Please note that we are only required to respond to one request per individual each year.

8. COOKIES AND TRACKING

We may use cookies, which are small data files stored by your web browser on your device, to enhance your experience on our Site and Services. Cookies help us to allow a website to recognize a device, record user preferences, track page clicks and navigation while visiting the website, and identify the website visited before and after visiting our Site. We may also use cookies set by third parties or other third-party identifiers as well as third-party cookies or other third-party identifiers to deliver advertisements, create a profile of you, measure your interests, detect your demographics, detect your location, detect your device, and personalize content. Please see the "Online Tracking and Interest-Based Advertising" section below for more information regarding third-party cookies.

Your web browser may have settings that allow you to transmit a "Do Not Track" signal when you visit various websites or use online services. We will not disable tracking technology that may be active on the Site in response to any "Do Not Track" requests that are sent to the Site. To learn more about "Do Not Track" signals, visit www.allaboutdnt.com.

OTHER FEATURES:

PURPOSE	FEATURE INFORMATION/OPT OUT
Web analytics	
We may use certain web analytics services offered by Google, Inc. ("Google") (such as Google Analytics) to help us understand and analyze how individuals use our Site and/or Services and to serve advertisements on our behalf across the Internet.	Further information on how Google Analytics uses data collected through your use of our Site is available through the Google Site: www.google.com/policies/privacy/partners. To opt out of Google Analytics cookies, visit: https://www.google.com/settings/ads and https://tools.google.com/dlpage/gaoptout.
Advertisements and online services	
We may use vendors to provide advertisements on other online services.	We are not responsible for the effectiveness of, or compliance with, other parties' opt-out tools or their accuracy in honoring your preferences regarding any applicable opt-out programs. Please note, even if you are able to opt out of receiving certain forms of advertisements, you will continue to receive non-targeted advertisements.
Digital Advertising Alliance ("DAA") Certain external parties may participate in the DAA AdChoices Program, including through the Advertising Option Icon for interest-based advertisements. The DAA Program is a way to allows individuals to exercise certain choices regarding their online targeted advertisements.	You can learn more about the DAA AdChoices Program at: http://www.youradchoices.com/ . You can learn more about the DAA opt out program for mobile applications at: http://www.aboutads.info/appchoices.
Network Advertising Initiative ("NAI") In addition, certain advertising networks and exchanges may participate in NAI.	We has developed a tool that allows individuals to opt out of certain interest-based advertisements delivered by NAI members' advertisement networks. To learn more about opting out of such targeted advertising or to use the NAI tool, see: http://www.networkadvertising.org/choices/ . To learn more about the NAI opt out program from mobile applications, see: https://www.networkadvertising.org/mobile-choices.

9. INFORMATION CHOICES

By providing us with your email address, you agree that we may communicate with you for marketing, including without limitation emails promoting third-party products and services, or for informational purposes in regard to our Site and/or Services. We offer choices about the types of information you receive from us from such email communications. If you no longer wish to receive such email communications from us, please follow the link provided in the email communication or by sending us an email.

10. INTERACTIONS WITH OTHER PARTIES, WEBSITES, AND APPLICATIONS

Social media platforms

Use of the Site and/or Services may permit you to interact with social media platforms operated by unaffiliated other parties. If you choose to interact with or share content or post information using a social media platform, that platform may collect information about you and your use of the Site and/or Services. We may have access to information about you from a social media platform that you interact with through the Site and/or Services. Each platform and you maintain or comment about us or our Site and/or Services in your post on another platform, that platform may allow us to publish your post and information on the Site and/or Services, depending on your settings. Use of social media platform gives us access to their profiles and you are one of their connections, or information about you is otherwise accessible through that other user.

Where available, You may also choose to interact with social media platforms if you create an account and/or log in to our Site with your access credentials from another website or online service (e.g. by using "Facebook Connect"). Access to our Site in this way may allow us to collect for the other party to share with us information about you.

We are not responsible for another party's privacy statement or terms of use or your interactions with them. In the event you submit information to another party, we are not responsible for the security and privacy practices of other parties' websites and applications. We strongly encourage you to review the privacy policies on any website or application you visit or otherwise interact with.

Sweepstakes and promotions

We may operate sweepstakes and promotions (e.g., contests, raffles, etc.) either jointly sponsored or offered by other parties that may require submitting information to us. If you choose to enter a sponsored sweepstakes or promotion, your information may be disclosed to other parties as described in the terms applicable to that particular sweepstakes or promotion. Insofar as the terms applicable to a particular sweepstakes or promotion conflict with this Privacy Statement, the terms applicable to the sweepstakes or promotion shall control.

Other services

Services on our Site may be linked to or otherwise rely on integrations with other websites, applications, interfaces, and/or platforms operated by other parties (e.g., PayPal). Information shared with such parties may be shared with us and may be subject to their privacy statements. We are not responsible for the data we obtain from other parties. In the event you submit information to another party, you are subject to that other party's privacy statement and terms of use as applicable. We are not responsible for another party's privacy statement, or terms of use or your decision to interact with another party.

Website links

Links to other websites or applications of other parties may be provided to you on our Site. We provide such links to other websites and applications of other parties because we think you may enjoy or may find them to be useful to you. We do not control the content of websites or applications linked to the Site and have their own established privacy and security policies. We do not exercise any control over, and are not responsible for, the privacy and security practices of other parties' websites and applications. We strongly encourage you to review the privacy policies on any website or application you visit or otherwise interact with.

11. CONTACT

If you have any questions about this Privacy Statement or about our privacy practices, please feel free to contact us at: contact@joyflex.com.