

# PRIVACY POLICY

## Your California Privacy Rights

California law requires us to ensure the privacy of our clients' personal information. California law also requires us to provide information to our clients regarding our privacy policy and the designated means by which you may inquire about our policy.

We at Harp Learning Institute (HLI) value each of our clients and respect every aspect of your privacy. Please read this Privacy Policy to learn more about the ways in which we use and protect your personal information.

At Harp Learning Institute, we promise that we won't sell, lease, or rent your personal information to third parties for marketing purposes or other any purposes without your explicit consent.

The Harp Learning Institute Privacy Policy describes the personal information we collect about you, why we collect it, and how (with your consent only), that we share it. Our Privacy Policy also describes the choices you can make about how we collect and use your information. You may opt out of any sharing of information by contacting us as follows:

1. Call us at (209)304-5789; or
2. Email us at [info@harpinstitute.com](mailto:info@harpinstitute.com); or
3. Write us at: Harp Learning Institute

P.O. Box 624

Burson, CA 95225

If our information practices change in the future, we will post an updated Privacy Policy on our website. You can tell if the Privacy Policy has changed by checking the revision date that appears at the end of

this policy. You may exercise your choices about how we collect and use your information at any time.

- **Overview of our privacy policy.**

In accordance with California Civil Code Section 1798.83 (effective January 1, 2005), when you visit our website and request information from us, we collect personal information, such as your name, address(es), electronic mail address, and telephone number. We also collect this information when you save your information with us online or participate in a survey or promotion sponsored by us. We maintain a record of your program interests and inquiries.

- **How does HLI use my information?**

When you request information from us, we use your personal information to respond to you via phone, mail, or e-mail in accordance with your request. We will also use your address and e-mail address to send you information about our programs, services, or any other promotions we might have.

If you participate in a promotion (on the phone or online), we may use your personal information to send you emails, mail, or telephone calls (including text messages) regarding our programs, services, and promotions.

From time to time, we may use this information to contact you via e-mail, mail, or telephone to learn more about your program preferences. You always have the choice not to receive marketing information mailings, emails, or calls. You just need to let us know your preferences.

- **What are cookies? How does HLI use cookies on its site?**

A “cookie” is a small data file that websites often store on your computer’s hard drive when you visit their sites. A cookie may contain information such as a unique user ID that websites use to track the pages of the sites you have visited. We use cookies but do not store personally identifiable information in the cookie. We use cookies in

order to improve your online experience. We do not otherwise track any information about your use of other websites. You can refuse cookies by turning them off in your browser.

- **How do I opt out of receiving communications from HLI?**

We want to communicate with you only if you want to hear from us. If you prefer not to receive information from us or if you do not want us to use your information to enhance your online experience, you may *opt out* of receiving our promotional communications by simply calling, emailing, or writing to us.

Our email address for communication purposes is:

[info@harpinstitute.com](mailto:info@harpinstitute.com)

At any time, you may look at the bottom of any email we send to you (in a promotional or informational status) and click on the unsubscribe link.

Should you receive an email without this link, you can email us at: [info@harpinstitute.com](mailto:info@harpinstitute.com) and request that you not be contacted again.

Please be sure to include your full name and the addresses (mail and e-mail) you used when you registered with us or made a purchase from us.

If you ask us to remove your name and address from promotional lists, we will maintain your name in our “do not contact” list to ensure that we can honor your request. Note that it may take up to eight (8) weeks to process your opt out request during which time you may continue to receive communications from HLI.

Please understand that we will work as quickly as we can to honor your requests.

- **How do I request information about your company?**

If you would like to request information about what we collect, please feel free to call, email, or write us. In accordance with California law, we will respond in writing to your request within thirty (30) days.

- **How do I access my information? How do I change or delete my information?**

You may ask us to update your personal information by calling, emailing, or writing to us with your new information.

- **How does HLI protect children’s privacy online?**

HLI is concerned about the safety of children when they use the internet and our site. Children are eligible to peruse our site because we don’t have any information that is inappropriate for young children, teens, or young adults.

- **How does HLI protect and use client information?**

We are committed to protecting the security and integrity of our client information, and we use procedures and technology designed for this

purpose. For example, we limit employee access to client information to those who have a business reason to know this information. We also maintain policies and procedures covering the physical security of workplaces and records as well as use technological means (such as backup files, virus detection software, firewalls, and other computer software and hardware) to protect against unauthorized access or alterations to client data.

We don't store credit or debit card information on any of our business computers or technological devices.

- **Is my information secure?**

We believe your data must be protected against loss and unauthorized access. We use procedural and technical safeguards to protect your personal information against loss or theft as well as unauthorized access and disclosure to protect your privacy, including encryption, firewalls, and Secured Socket Layer (SSL) technology. While we employ many different security techniques to protect such data from



unauthorized access by users inside and outside the company, please be aware that perfect security does not exist on the internet.

- **What about links to other websites and services?**

HLI's website may contain links to other sites. HLI does not control the privacy policies or practices of these websites. You should review those policies before providing any personal information. HLI is not responsible for the content or practices of any linked websites, and we provide these links solely for the convenience and information of our visitors.

- **Updates to our Privacy Policy.**

We may amend this Privacy Policy at any time by posting the amended terms on our website, [www.harpinstitute.com](http://www.harpinstitute.com). All amended terms shall automatically be effective thirty (30) days after they are initially posted on the site.

- **Governing law – limitation of damages.**

This Privacy Policy is governed by the laws of the State of California. By your use of our site, you agree to be bound by the terms and conditions contained in this Privacy Policy.

To the extent that you may maintain any claims for liability against Harp Learning Institute or a subsidiary company of Harp Learning Institute arising from a potential violation of this Privacy Policy or to the misuse of your personal information, you agree that your recovery for damages is expressly limited to those provided in California Civil Code Section 1798.84.

- Revised: January 9, 2020