

## **PRIVACY POLICY**

Welcome to SUGAR SWEET CREATIONS. At SUGAR SWEET CREATIONS, we are committed to protecting and respecting your privacy. This Privacy Policy applies to all users of our App, Site, Service, features or other services, and it is meant to help you understand what information we collect, why we collect it, and how you can update, manage, export and delete your information.

We advise you to review this Privacy Policy in its entirety before providing any data to us or using the Service. Capitalized terms that are not defined in this policy have the meaning given to them in the Terms of Use.

### **1. COLLECTED INFORMATION**

We collect information when you create an account and use the Site and/or App. We also collect information you share with us from third-party social network providers, and technical and behavioral information about your use of the Site and/or App. We also collect information contained in the messages you send through our Site and/or App and information from your phone book, if you grant us access to your phone book on your mobile device. More information about the categories and sources of information is provided below:

#### **1.1 Information you choose to provide:**

- **Registration information:** We collect information when you create or update your SUGAR SWEET CREATIONS Account. This may include your name, email, phone number, login name and password, address, birth date, photo and signature.
- **Banking information:** In the context of registration or after registration has been completed, you will be required to provide payment information including PayPal or other third-party payment information (where required for the purpose of payment).
- **Demographic Data:** We may collect demographic information about you, including, but not limited to, through use of surveys to collect demographic information.
- **User Content:** We may collect information that you submit when you contact SUGAR SWEET CREATIONS or when you voluntarily submit content to SUGAR SWEET CREATIONS.
- **Profile information:** You might choose to submit your name, social media account information, and profile image to SUGAR SWEET CREATIONS.
- **Preferences:** You will be required to set your preferences (including opt-in choices and communication preferences), options and settings through your SUGAR SWEET CREATIONS account.

#### **1.2 Information created when you use our services. This may include:**

- Location Information: We may collect your precise or approximate location information as determined through data such as GPS, IP address and WiFi. If you have provided permission for the processing of location data, SUGAR SWEET CREATIONS collects location information when SUGAR SWEET CREATIONS is running in the foreground. In certain regions, SUGAR SWEET CREATIONS also collects this information when SUGAR SWEET CREATIONS is running in the background of your device if this collection is enabled through your app setting or device permissions. You may use SUGAR SWEET CREATIONS without enabling SUGAR SWEET CREATIONS to collect your location information. However, this may affect the functionality.
- Transaction Information: We collect transaction details related to your use of our services, including the type of services you requested, your order details, date and time the service was provided, amount charged, and payment method.
- Usage Information: We collect information about how you interact with our services. This includes information such as access dates and times, app features or pages viewed, app crashes and other system activity, type of browser, and third-party sites or services. In some cases, we collect information through cookies, pixel tags, and similar technologies that create and maintain unique identifiers.
- Device Information: We may collect information about the devices you use to access our services, including the hardware models, device IP address, operating systems and versions, software, file names and versions, preferred languages, unique device identifiers, advertising identifiers, serial numbers, device motion information, and mobile network information.
- Communications Data: To further develop and improve our services, SUGAR SWEET CREATIONS may collect information provided.

### **1.3 Information from other sources. This may include:**

- User feedback.
- Users providing your information in connection with referral programs.
- Users requesting services on your behalf.
- Users or others providing information in connection with claims or disputes.
- SUGAR SWEET CREATIONS business partners through which you create your SUGAR SWEET CREATIONS account.
- Publicly available sources.
- Marketing service providers.

## **2. HOW WE USE THE COLLECTED INFORMATION**

**2.1 Providing Services and Features:** SUGAR SWEET CREATIONS uses the information we collect to provide, personalize, maintain and improve our products and services. This includes using the information to:

- Create and update your account.
- Verify your identity.

- Process or facilitate payments for those services.
- Comply with and enforce applicable legal requirements, relevant industry standards, contractual obligations and our policies.
- Operate, evaluate, or improve our business (including developing new products and services; monitoring, enhancing or improving our systems and services; troubleshoot software bugs; managing our communications; analyzing our products and customer base; performing data analytics; and performing accounting, auditing, and other internal functions).
- Respond to your inquiries.
- Communicate with you about, and administer your participation in, special events, contests, sweepstakes, programs, offers, surveys and market research.
- Send you promotional materials and other communications.
- Process your payments.

**2.2 Safety and Security:** We use your data to help maintain the safety, security and integrity of our services and users. This may include:

- Using device, location, profile, usage and other information to prevent, detect, and combat fraud or unsafe activities. This includes processing of such information, in certain countries, to identify practices or patterns that indicate fraud or risk of safety incidents. This may also include information from third parties. In certain cases, such incidents may lead to deactivation by means of an automated decision-making process. Users in the EU have the right to object to this type of processing.

**2.3 Customer Support:** SUGAR SWEET CREATIONS uses the information we collect to assist you when you contact our customer support services, including to:

- Direct your questions to the appropriate customer support person.
- Investigate and address your concerns
- Monitor and improve our customer support responses.

**2.4 Research and Development:** We may use the information we collect for testing, research, analysis and product development. This allows us to improve and enhance the safety of our services, develop new features and products, and facilitate insurance and finance solutions in connection with our services.

**2.5 Legal Proceedings and Requirements:** We may use the information we collect to investigate or address claims or disputes relating to your use of SUGAR SWEET CREATIONS' services, or as otherwise allowed by applicable law, or as requested by regulators, government entities, and official inquiries.

### 3. DISCLOSURE

SUGAR SWEET CREATIONS does not disclose personal information we collect about you, except as detailed in this Privacy Policy. SUGAR SWEET CREATIONS may share the information we collect:

- With your consent or at your request.

- With service providers or business partners: We share the categories of personal information listed above with service providers and business partners to help us perform business operations and for business purposes, including research, payment processing and transaction fulfillment, database maintenance, administering contests and special offers, technology services, deliveries, email deployment, advertising, analytics, measurement, data storage and hosting, disaster recovery, search engine optimization, marketing, and data processing.
- With the general public when you submit content to a public forum or feature of the Site of the App.
- With SUGAR SWEET CREATIONS subsidiaries and affiliates.
- For legal reasons: We may disclose your information to respond to subpoenas, court orders, legal process, law enforcement requests, legal claims, or government inquiries, and to protect and defend the rights, interests, safety, and security of SUGAR SWEET CREATIONS, the Service, our affiliates, users, or the public. We may also share your information to enforce any terms applicable to the Service, to exercise or defend any legal claims, and comply with any applicable law.
- When we reasonably believe disclosure is necessary or appropriate to prevent physical harm or financial loss, or in connection with an investigation of suspected or actual fraudulent or illegal activity.
- In connection with a sale, merger or other business transfer: We may share your information in connection with a substantial corporate transaction, such as the sale of a website, a merger, consolidation, asset sale, or in the unlikely event of bankruptcy.

#### **4. COOKIES, THIRD-PARTY TECHNOLOGIES AND INFORMATION COLLECTED BY AUTOMATIC MEANS**

We may collect information by automated means, which may include cookies, web beacons, web server logs, and mobile SDKs.

1. Manner of Data Collection: The information we collect in such manners includes, but are not limited to, IP address, unique device identifier, device characteristics, browser characteristics, operating system and versions, language preferences, referring URLs, information on actions taken on the application, and dates and times of visits to the application.
2. Definitions:
  - A “cookie” is a small amount of data generated by a website and saved by your web browser to store information or settings in the browser.
  - A “web beacon” is a small image file, usually a transparent pixel image used for trafficking purposes. It may be placed in a webpage or HTML email to record when the content was loaded.
  - Software Development Kit (“SDK”) is a collection of software used for developing applications for a specific device or operating system.
  - A “Web Server” is a computer system that hosts websites.

- “Clickstream Analysis” is the process of collecting, analyzing and reporting aggregate data regarding the pages a website visitor visits, and the order in which those pages are visited.
3. Why we use Cookies and other technologies to collect your data:
    - Authentication of application users
    - Remembering users’ preferences and settings
    - Assessing the popularity of content
    - Determining the success of marketing and advertising campaigns
    - Noting site traffic
    - Recording online behaviors, trends and interests of users that interact with our service.
  4. Third-party Analytics
    - We may allow third-party technology to provide analytics services. These third-parties may use cookies, web beacons, SDKs and other methods to identify your device when you visit our site, use our service, use our app, and when you visit other online sites and services.
    - The information third-party analytic services will collect shall be disclosed to or collected directly by the third-party analytics service providers.

## **5. YOUR CHOICES & OUR TRANSPARENCY**

Privacy Settings: Our app gives users the ability to set or update their location and contacts sharing preferences, as well as their preferences for receiving notifications from SUGAR SWEET CREATIONS. These choices by the user are further described as follows:

1. Location Information
  - Location data helps improve our services, navigations and customer support.
  - You have the right to enable, disable, or adjust your location information through the privacy settings on the app, as well as the privacy settings on your respective mobile device.
2. Notifications:
  - SUGAR SWEET CREATIONS provides users with updates related to your account, which are necessary to using the app and cannot be disabled through any app settings.
  - You may choose the manner in which these notifications are delivered to you through the privacy settings on the app.
  - You may enable push notifications through the privacy settings in the app.
  - Notifications are also used to inform users of potential discounts and news pertaining to our services.

Permissions: The vast majority of mobile systems, i.e. iOS, Android, etc., define certain types of device data that apps are unable to access without a user's consent. iOS alerts users the first time our app wants permission to access certain types of data and will let you consent or not consent to

that request. Android will notify you of the permission we seek before you first use the app, and your subsequent use of the app constitutes your express consent.

Information Requests: You may request that SUGAR SWEET CREATIONS:

1. Send you a copy of the information SUGAR SWEET CREATIONS has collected about you.
2. Correct any inaccurate information that SUGAR SWEET CREATIONS has about you.
3. Provide a detailed explanation regarding the information SUGAR SWEET CREATIONS has collected about you.

Marketing Opt-Outs: Users may opt out of receiving promotional emails from SUGAR SWEET CREATIONS by following the instructions in those emails and other messages sent by SUGAR SWEET CREATIONS. If you opt out, you may still receive non-promotional messages, such as receipts for use of our service or other information regarding your account.

## **6. CONTENT REMOVAL FOR USERS UNDER 18**

Users of the Service who are California residents and are under 18 years of age may request and obtain removal of User Content and/or other user information they posted by emailing us at [sugarsweetcreations1@gmail.com](mailto:sugarsweetcreations1@gmail.com). All requests must be labeled "California Removal Request" on the email subject line. All requests must provide a description of the User Content you want removed and information reasonably sufficient to permit us to locate that User Content. We do not accept California Removal Requests via postal mail, telephone, or facsimile. We are not responsible for notices that are not labeled or sent properly, and we may not be able to respond if you do not provide adequate information. Please note that your request does not ensure complete or comprehensive removal of the material. For example, materials that you have posted may be republished or reposted by another user or third party.

## **7. POLICY UPDATES**

Occasionally, updates to this policy are necessary. If we make any significant changes, SUGAR SWEET CREATIONS will notify users of such changes through the app or through other means such as email. Insofar as applicable law allows, your continued use of our app constitutes consent of the revised privacy policy. Users are encouraged to review this policy for revisions at regular intervals. Questions, comments and requests regarding this policy should be addressed to: [address, sugarsweetcreations1@gmail.com](mailto:sugarsweetcreations1@gmail.com)]