

BE A DIVA ACADEMY - 2025

Privacy Policy

Effective Date: 2025

Be a Diva Academy values your privacy and is committed to protecting your personal information. This Privacy Policy outlines how we collect, use, and store data in compliance with applicable laws, including the **General Data Protection Regulation (GDPR)** and the **California Consumer Privacy Act (CCPA)**.

1. Information We Collect

We collect the following types of personal data:

- **Account Information:** Name, email address, and payment details.
- **Course Participation Data:** Records of course progress, class attendance, and student interactions.
- **Technical Information:** Device type, browser, and IP address for security monitoring and fraud prevention.
- **Communication Data:** Emails, chat messages, or customer support inquiries sent to our team.

2. How We Use Your Information

We use collected data for the following purposes:

- **Course Administration:** Granting access, tracking progress, and delivering course materials.
- **Payment Processing:** Handling transactions securely through third-party providers (e.g., Stripe, PayPal, Paddle).
- **Student Support:** Responding to inquiries and resolving technical issues.
- **Security & Fraud Prevention:** Monitoring suspicious activities to prevent misuse.
- **Marketing & Communication:** Sending course updates, newsletters, and promotional materials (students may opt out at any time).

3. Payment Security & Encryption

- All payment transactions are **processed securely** through third-party providers such as Stripe, PayPal, and Paddle.
- Payment details are **encrypted** and not stored on Be a Diva Academy's servers to prevent unauthorized access.
- Be a Diva Academy follows industry-standard **PCI DSS compliance** for transaction security.

4. Data Sharing & Third Parties

Be a Diva Academy **does not sell or rent student data**. However, data may be shared with:

- **Payment Processors:** Stripe, PayPal, Paddle, and other authorized providers to complete transactions.
- **Service Providers:** Hosting platforms, email services, and customer support tools necessary for course delivery.
- **Legal Compliance:** Authorities if required by law or in cases of fraud investigations.

5. Data Retention & Security

- Personal data is retained **for as long as necessary** to provide services and comply with legal obligations.
- We implement **security measures** to protect data from unauthorized access, breaches, or theft.
- Students may request **data deletion** by contacting haron@harbor.studio.

6. Student Rights & Compliance with Data Protection Laws

6.1 General Data Protection Regulation (GDPR) Compliance

For students based in the European Economic Area (EEA), Be a Diva Academy complies with **General Data Protection Regulation (GDPR)** policies, granting students the right to:

- **Access, correct, or delete** their personal data.
- **Object to marketing communications** or restrict data processing.
- **Request data portability** to transfer their personal information to another provider.

6.2 California Consumer Privacy Act (CCPA) Compliance

For students residing in **California, USA**, Be a Diva Academy complies with the **California Consumer Privacy Act (CCPA)**, which grants students the right to:

- **Know what personal data is collected and how it is used.**
- **Request deletion of their personal data.**
- **Opt out of data sales** (Be a Diva Academy does not sell personal data).

To exercise these rights under GDPR or CCPA, students can email **haron@harbor.studio** with their request.

By enrolling in a course, students acknowledge and agree to this Privacy Policy.

15. Contact Information

For any inquiries regarding courses, payments, or policies, students may contact Be a Diva Academy through the following channels:

15.1 General Inquiries & Support

- **Email:** haron@harbor.studio
- **Phone:** +1 (712) 900-0061
- **Support Form:** Available on our website for direct inquiries.
- **Response Time:** Support inquiries are typically addressed within **2 business days**.

15.2 Legal & Compliance Matters

- **Legal Contact:** haron@harbor.studio
- **Registered Business Address (for legal and administrative purposes only):**
Harbor Creative Studio LLC
131 Continental Dr, Suite 305, Newark, DE 19713, New Castle County, USA
(This is a registered agent address and not a physical office location. Be a Diva Academy does not conduct in-person activities at this address.)

For urgent matters, please include "URGENT" in the subject line of your email. By contacting Be a Diva Academy, students agree to the **Terms of Service** and acknowledge that communications may be recorded for quality assurance and compliance purposes.