

Flavor Haven Privacy Policy

Last Updated on: July 24, 2025

1. Introduction

- **Purpose:** This Privacy Policy explains how Flavor Haven ("we," "our," or "us") collects, uses, shares, and protects your personal information.
- **Scope:** This policy applies to all users of our services, including individuals, entities, organizations, and investors.

2. Definition

- **Personal Information:** Any information that can identify you directly or indirectly, such as your name, email, address, and payment details.
- **Platform:** The Flavor Haven website and all associated services.
- **User:** Any individual or entity that uses the Flavor Haven platform or services.
- **Controller:** The entity responsible for determining the purposes and means of processing personal information.

3. Data Collection

- **Types of Data Collected:**
 - **Personal Information:** Names, email addresses, shipping information, and payment information (via Apple Pay, Google Pay, Link, Stripe, and Shopify).
 - **Data:** Project and Course outcomes, products purchased, viewed, and other related metrics.
 - **User Input:** Users provide data during registration, checkout, when entering shipping details, while interacting with customer support, and when providing feedback on the platform.
- **How Data Is Collected:**
 - Directly from user submissions.
 - Automatically through cookies and tracking technologies (analytics, advertising, session cookies).

4. Data Usage

- **Purpose of Use:**
 - Facilitate donations, track impact, and enable communication.
 - Analytics for improving platform services.
 - This is for processing payments (handled by Stripe and Shopify).
- **User Input:** Users are responsible for the accuracy of the data they provide, and Flavor Haven is not liable for incorrect or misleading information.
 - **Disclaimer:** Flavor Haven is **not** responsible for the accuracy of any documents shared on the platform.
- **How We Use This Information**
 - We use the personal information we collect for the following purposes:
 - Provide the Flavor Haven Platform:
 - Enable you to access the Flavor Haven Platform and make and receive payments.
 - Enable communication and interaction with others through the Platform.
 - Process your requests and provide user support.
 - Send you service-related messages, account updates, and security alerts.
 - Determine your country or region of residence to customize experiences accordingly.
 - Improve and Develop the Platform:
 - Conduct research, analytics, and troubleshooting.
 - Develop new services and improve existing features.
 - Provide training and quality assurance.
 - Personalize and Customize Experiences:
 - Tailor content and services based on your preferences, behavior, and search history.
 - Provide you with a personalized experience.
 - Promote Trust and Safety:
 - Detect and prevent fraud, abuse, and illegal activity.
 - Conduct identity verification and background checks, where permitted by law.
 - Enforce our Terms of Service and other platform rules.
 - Protect our users, community, and third parties.

- **Marketing and Advertising:**
 - Send promotional messages and special offers.
 - Measure and improve advertising campaigns.
 - Administer surveys, contests, or other promotional events.
 - Invite you to events and relevant opportunities.

We may also process your information when necessary to comply with legal obligations or enforce our rights.

5. Children's Privacy

We do not intentionally collect personal data from children under 13. If you are a parent and think your child has shared information, please contact us at hello@theflavorhaven.us.

6. Data Sharing

- **Third-Party Service Providers:**
 - Payment processors (e.g., Apple, Google, Firebase, Android, Shopify, Stripe, Visa, Mastercard, and American Express).
 - Analytics services.
- **Impact Organization Data:** This may be shared with donors and investors based on user preferences and public settings.

7. Cookies and Tracking Technologies

We use cookies and similar technologies for:

- Essential operations of the site.
- Performance tracking via analytics.
- Personalized content and marketing (optional, with opt-out option in browser settings or by request).

8. User Responsibilities

- Users are responsible for maintaining the confidentiality of their accounts. Flavor Haven doesn't store or sell PII information to third-party agencies, organizations, or buyers.
- All users must ensure they have the right to share all information they input on the platform.

9. Data Retention

- Information will be retained as long as necessary to fulfill the purposes outlined.
- When a request to delete an account is made, it will be deleted immediately; however, it may take up to fifteen (15) business days to fully remove all personal information.
 - If it takes longer than five business days, we will email you to explain the cause of the delay.

10. Your Rights

- **Access and Correction:** Users can access and update their personal information at any time.
- **Deletion:** Users may request the deletion of their data, subject to any applicable legal or contractual obligations.
- **Opt-Out:** Unsubscribe from marketing communications at any time via the provided links.

11. Security

- Flavor Haven employs industry-standard security protocols to safeguard data.
- **Stripe:** Stripe handles all payment processing securely, and Flavor Haven does not store full payment details.

12. Breach Notification

In the event of a data breach, we will notify affected users within fifteen (15) business days via email with guidance on next steps.

13. Changes to the Privacy Policy

- We reserve the right to update this Privacy Policy at any time in accordance with applicable law. When we do, we will post the revised policy and update the "Last Updated" date at the top. For significant changes, we will also notify you of the update via email at least fifteen (15) days before its implementation. If you disagree with the revised Privacy Policy, you may cancel your account. If you do not request cancellation in writing before the policy becomes effective, then Flavor Haven will assume your acceptance of the updated Privacy Policy.

14. Legal Jurisdiction

The laws of the State of Texas, United States, govern this Privacy Policy.

15. Who Controls My Personal Information

15.1 Controller

Where this Policy mentions "Flavor Haven," "we," "us," or "our," it refers to Flavor Haven, which is responsible for your information under this Privacy Policy (the "Controller"). The designated Controller is

Flavor Haven LLC
434 Billowing Way, Kyle, TX 78640
USA

15.2 Payments Controller

This Privacy Policy also applies to the Payment Services provided to you by Flavor Haven World Inc. pursuant to the Payments Terms of Service ("Payments Terms"). When using the Payment Services, you will also be providing your personal information to one or more Flavor Haven Payments entities (the "Payments Controller" as outlined in Schedule 1), which will be responsible for your information related to the Payment Services, generally depending on your country of residence.

15.3 Insurance Controller

As further defined in the applicable document referenced in the Insurance Supplement.

16. Contact Information

For questions or concerns about this Privacy Policy, contact:

- Email: hello@theflavorhaven.us
- Website: www.theflavorhaven.us