

Privacy Policy

Effective Date: July 1, 2024

Introduction

WOUNDS HEALED OUT LOUD ORGANIZATION, INC. ("**Company**," "**us**," "**our**," or "**we**") respect your privacy and are committed to protecting it through our compliance with this policy. Protecting your private information is our priority. Company's privacy policy (the "Privacy Policy") is to make you aware of our policies and procedures regarding the collection and safeguard of data provided by you to us as you use or engage with the Website and our Services.

This policy describes the types of information we may collect from you or that you may provide when you visit the website www.whollife.org (the "**Website**") and our practices for collecting, using, maintaining, protecting, and disclosing that information. The terms "**user**," "**you**," and "**your**" refer to site visitors, customers, and any and all other users of the Website.

This Privacy Policy applies to the Website, its mobile site, mobile and desktop applications you download from this Website, which provide dedicated non-browser-based interaction between you and this Website, Company's mobile applications, Company's other websites, Company's emails, texts, or other electronic correspondence between you and the Company, when you interact with our advertising and applications on third-party websites and services if those applications or advertising include links to this policy and any other sources (collectively the "**Sites**").

Please read this policy carefully to understand our policies and practices regarding your information and how we will treat it. If you do not agree with our policies and practices, your choice is not to use this Website. By accessing or using this Website, you agree to this Privacy Policy. Your continued use of the Sites after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

Children Under the Age of 18

Our Website is not intended for children under 18 years of age. No one under age 18 may provide any personal information to or on the Website. We do not knowingly collect personal information from children under 18. If you are under 18, do not use or provide any information on the Website or through any of its features, register on the Website, make any purchases through the Website, use any of the interactive or public comment features of this Website, or provide any information about yourself to us, including your name, address, telephone number, 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 18 without verification of parental consent, we will delete that information. If you believe we might have any information from or about a child under 18, please contact us at wholoud.org@gmail.com.

Residents of certain states under 18 years of age may have additional rights regarding the collection and sale of their personal information. Please see your state's privacy rights for more information.

Coverage of the Policy

We provide mental health services (the "Services"). The Services include, but are not limited to, music therapy, psychotherapy, counseling, stress management, anger management, grief & bereavement counseling, wellness coaching, therapeutic storytelling, mentorship, and anything else provided by Company and its subsidiaries, partners, and affiliates.

Information We Collect About You and How We Collect It

We collect several types of information from and about users of our Website, including, but not limited to, information:

- By which you may be personally identified, such as name, postal address, email address, telephone number, social security number, credit card information, which you submit to us through the registration or purchase process at the Website, on the Sites, or any other identifier by which you may be contacted online or offline ("**personal information**");
- That is about you but individually does not identify you, such as anonymous usage data, general demographic information we may collect, referring/exit pages and URLs, platform types, preferences you submit and preferences that are generated based on the data you submit and number of clicks ("**non-personal information**"); and/or
- About your internet connection, the equipment you use to access our Website, and usage details.

We collect this information:

- Directly from you when you provide it to us.
- Automatically as you navigate through the Website. Information collected automatically may include, but is not limited to, usage details, IP addresses, and information collected through cookies, web beacons, and other tracking technologies.
- From third parties, for example, our business partners.

We do not collect any personal information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to use our Services. These may include but are not limited to: (a) registering for an account; (b) entering a contest sponsored by us or one of our partners; (c) signing up for special offers including special offers from selected third parties; (d) sending us an email message; (e) submitting your credit card or other payment information when ordering and purchasing our Services. We will use your information for, but not limited to, communicating with you in relation to the Services you have requested from us. We also may gather additional personal or non-personal information in the future.

Information You Provide to Us

The information we collect on or through our Website or Sites may include:

- Information that you provide by filling in forms on our Website. This includes information provided at the time of registering to use our Website, subscribing to our service, posting material, or requesting further services. We may also ask you for information when you enter a contest or promotion sponsored by us, and when you report a problem with our Website.
- Records and copies of your correspondence (including email addresses), if you contact us.
- Your responses to surveys that we might ask you to complete for research purposes.
- Details of transactions you carry out through our Website and of the fulfillment of your orders. You may be required to provide financial information before placing an order through our Website.
- Your search queries on the Website.
- Your communication with us via third party social media sites, requests for information, response to our requests, or other communication with Us.
- ANY OTHER TYPES OF INFORMATION THE USER PROVIDES.

You also may provide information to be published or displayed (hereinafter, "**posted**") on public areas of the Website or transmitted to other users of the Website or third parties (collectively, "**User Contributions**"). Your User Contributions are posted on and transmitted to others at your own risk. Although we limit access to

certain pages, you may set certain privacy settings for such information by logging into your account profile, please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Website with whom you may choose to share your User Contributions. Therefore, we cannot and do not guarantee that your User Contributions will not be viewed by unauthorized persons.

Information We Collect Through Automatic Data Collection Technologies

As you navigate through and interact with our Website or Sites, we may use automatic data collection technologies to collect certain information about your equipment, browsing actions, and patterns, include, but is not limited to:

- Details of your visits to our Website, including traffic data, location data, logs, and other communication data and the resources that you access and use on the Website.
- Information about your device(s), computer and internet connection, including your IP address, operating system, hardware model, operating system, version, device identifiers mobile network information, and browser type.

We also may use various technologies to collect information about your online activities over time and across third-party websites or other online services (behavioral tracking).

The information we collect automatically may include personal information, or we may maintain it or associate it with personal information we collect in other ways or receive from third parties. It helps us to improve our Website and to deliver a better and more personalized service, including by enabling us to:

- Estimate our audience size and usage patterns.
- Store information about your preferences, allowing us to customize our Website according to your individual interests.
- Speed up your searches.
- Recognize you when you return to our Website.

The technologies we use for this automatic data collection may include, but is not limited to:

- **Cookies (or browser cookies).** A cookie is a small file placed on the hard drive of your computer. You may refuse to accept browser cookies by activating the appropriate setting on your browser. However, if you select this setting, you may be unable to access certain parts of our Website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you direct your browser to our Website. For information about managing your privacy and security settings for cookies, see Choices About How We Use and Disclose Your Information.
- **Web Beacons.** Pages of our Website and our emails may contain small electronic files known as web beacons (also referred to as clear gifs, pixel tags, and single-pixel gifs) that permit the Company, for example, to count users who have visited those pages or opened an email and for other related website statistics (for example, recording the popularity of certain website content and verifying system and server integrity).
- **Cookie Equivalents.** The Website may use technological equivalents of cookies including, but not limited to, social media pixels. The use technological equivalents of cookies allow for the tracking of social media users' visit to the Site which will allow Company to customize advertisements the visitor will see while viewing the respective social media site. Company reserves its right to use these technological equivalents of cookies so long as the company complies with the policies of the respective social media site.

We do not collect personal information automatically, but we may tie non-personal information collected automatically to personal information about you that we collect from other sources or that you provide to us.

Third-Party Use of Cookies and Other Tracking Technologies

Some content or applications, including advertisements, on the Website are served by third parties, including advertisers, ad networks and servers, content providers, and application providers. These third parties may use cookies alone or in conjunction with web beacons or other tracking technologies to collect information about you when you use our Website. The information they collect may be associated with your personal information or they may collect information, including personal information, about your online activities over time and across different websites and other online services. They may use this information to provide you with interest-based (behavioral) advertising or other targeted content.

We do not control these third party' tracking technologies or how they may be used. If you have any questions about an advertisement or other targeted content, you should contact the responsible provider directly. For information about how you can opt out of receiving targeted advertising from many providers, see Choices About How We Use and Disclose Your Information.

How We Use Your Information

We may use information that we collect about you or that you provide to us, including any personal information for various purposes, including, but not limited to:

- To present our Website and its contents to you.
- To provide you with information, products, or services that you request from us.
- To fulfill any other purpose for which you provide it.
- To provide you with notices about your account/subscription, including expiration and renewal notices.
- To carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing and collection.
- To notify you about changes to our Website or any products or services we offer or provide through it.
- Provide, maintain and improve our Sites.
- To send you confirmations, technical notices, updates, security alerts and support and administrative messages.
- To request feedback and to otherwise contact you about your use of the Sites.
- To respond to your comments, questions and requests and provide customer service.
- To send you newsletters and otherwise provide you with information or services you request or that we think will be of interest to you.
- To solicit volunteers, donations and support for Company.
- To monitor and analyze trends, usage and activities in connection with our Sites.
- To allow you to participate in interactive features on our Website.
- In any other way we may describe when you provide the information.
- For any other purpose with your consent.
- ANY OTHER LEGAL USEFUL PURPOSES.

We may also use your information to contact you about our own and third-party' goods and services that may be of interest to you. If you do not want us to use your information in this way, please check the relevant box located on the form on which we collect your data (the order form/registration form)/adjust your user preferences in your account profile. For more information, see Choices About How We Use and Disclose Your Information.

We may use the information we have collected from you to enable us to display advertisements to our advertisers' target audiences. Even though we do not disclose your personal information for these purposes without your consent, if you click on or otherwise interact with an advertisement, the advertiser may assume that you meet its target criteria.

Disclosure of Your Information

We may disclose aggregated information about our users, and information that does not identify any individual, without restriction.

We may disclose personal information that we collect or that you provide as described in this privacy policy:

- To our subsidiaries and affiliates.
- To contractors, service providers, and other third parties we use to support our business and who are bound by contractual obligations to keep personal information confidential and use it only for the purposes for which we disclose it to them.
- To third parties to market their products or services to you if you have consented to these disclosures.
- To fulfill the purpose for which you provide it.
- For any other purpose disclosed by us when you provide the information.
- With your consent.

We may also disclose your personal information:

- To comply with any court order, law, or legal process, including to respond to any government or regulatory request.
- To enforce or apply our terms of use (see home page of Website) and other agreements, including for billing and collection purposes.
- If we believe disclosure is necessary or appropriate to protect the rights, property, or safety of Company, our customers, or others.

Sharing Information with Third Parties

Company does not sell, rent, trade, lease or otherwise share personal information to third parties without your consent.

Company may share data with its affiliates, subsidiaries, successors in interest, or trusted partners to help perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these Services to Company, and they are required to maintain the confidentiality of your personal information. Your personal information will generally be used to contact you.

Company may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to: (a) comply with a federal, state, or local statute or comply with legal process served on Company or the Sites; (b) protect and defend the rights or property of Company; and/or (c) act under exigent circumstances to protect the personal safety of users of Company or the public.

In the event we undergo a business transaction such as a merger or acquisition by another company, or sale of all or a portion of our assets, your personal information may be among the assets transferred. You acknowledge and consent that such transfers may occur and are permitted by this Privacy Policy, and that any acquirer of our assets may continue to process your personal information as set forth in this Privacy Policy. If our information practices change at any time in the future, we will post the policy changes to the Site so that you may opt out of the new information practices. We suggest that you check the Site periodically if you are concerned about how your information is used.

Choices About How We Use and Disclose Your Information

We strive to provide you with choices regarding the personal information you provide to us. We have created mechanisms to provide you with the following control over your information:

- **Tracking Technologies and Advertising.** You can set your browser to refuse all or some browser cookies, or to alert you when cookies are being sent. If you disable or refuse cookies, please note that some parts of this Website may then be inaccessible or not function properly.

- **Promotional Offers from the Company.** If you do not wish to have your email address/contact information used by the Company to promote our own or third parties' products or services, you can opt-out by checking the relevant box located on the form on which we collect your data (the order form/registration form)/ logging into the Website and adjusting your user preferences in your account profile by checking or unchecking the relevant boxes or by sending us an email stating your request to wholoud.org@gmail.com. If we have sent you a promotional email, you may send us a return email asking to be omitted from future email distributions. This opt out does not apply to information provided to the Company as a result of a product purchase, warranty registration, product service experience or other transactions.

We do not control third parties' collection or use of your information to serve interest-based advertising. However, these third parties may provide you with ways to choose not to have your information collected or used in this way. You can opt out of receiving targeted ads from members of the Network Advertising Initiative ("NAI") on the NAI's website.

Residents of certain states, such as California may have additional personal information rights and choices. Please see Your State Privacy Rights for more information.

Accessing and Correcting Your Information

You can review and change your personal information by logging into the Website and visiting your account profile page.

You may also send us an email at wholoud.org@gmail.com to request access to, correct, or delete any personal information that you have provided to us. We cannot delete your personal information except by also deleting your user account. We may not accommodate a request to change information if we believe the change would violate any law or legal requirement or cause the information to be incorrect.

If you delete your User Contributions from the Website, copies of your User Contributions may remain viewable in cached and archived pages or might have been copied or stored by other Website users. Proper access and use of information provided on the Website, including User Contributions, is governed by our terms of use (see home page of Website).

Residents of certain states, such as California may have additional personal information rights and choices. Please see your state's privacy rights for more information.

Your State's Privacy Rights

State consumer privacy laws may provide their residents with additional rights regarding our use of their personal information.

To learn more about California residents' privacy rights, visit CCPA PRIVACY NOTICE. California's "Shine the Light" law (Civil Code Section § 1798.83) permits users of our App that are California residents to request certain information regarding our disclosure of personal information to third parties for their direct marketing purposes. To make such a request, please send an email to wholoud.org@gmail.com. To learn more about consumer privacy rights in other states and how to exercise them, visit the state's website for privacy rights.

In addition to California, Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Montana, Oregon, Tennessee, Texas, Utah, and Virginia provide (now or in the future) their state residents with rights to:

- Confirm whether we process their personal information.
- Access and delete certain personal information.
- Correct inaccuracies in their personal information, taking into account the information's nature processing purpose (excluding Iowa and Utah).
- Data portability.
- Opt-out of personal data processing for:
 - targeted advertising (excluding Iowa);
 - sales; or

- profiling in furtherance of decisions that produce legal or similarly significant effects (excluding Iowa and Utah).
- Either limit (opt-out of) or require consent to process sensitive personal data.

The exact scope of these rights may vary by state.

Data Security

We have implemented measures designed to secure your personal information from accidental loss and from unauthorized access, use, alteration, and disclosure. All information you provide to us is stored in a reasonably safe manner. Any payment transactions and OTHER INFORMATION will be safely transmitted using industry standard safeguards.

The safety and security of your information also depends on you. Where we have given you (or where you have chosen) a password for access to certain parts of our Website, you are responsible for keeping this password confidential. We ask you not to share your password with anyone. We urge you to be careful about giving out information in public areas of the Website like message boards. The information you share in public areas may be viewed by any user of the Website.

Unfortunately, the transmission of information via the internet is not completely secure. Although we do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our Website or Sites. Any transmission of personal information is at your own risk. We are not responsible for circumvention of any privacy settings or security measures contained on the Website.

Changes to Our Privacy Policy

It is our policy to post any changes we make to our Privacy Policy on this page with a notice that the Privacy Policy has been updated via email. If we make material changes to how we treat our users' personal information, we will notify you by email to the primary email address specified in your account or through a notice on the Website home page. The date the Privacy Policy was last revised is identified at the top of the page. You are responsible for ensuring we have an up-to-date active and deliverable email address for you, and for periodically visiting our Website and this Privacy Policy to check for any changes. Your continued use of the Website or services therein available after such modifications will constitute your: (a) acknowledgment of the modified Privacy Policy; and (b) agreement to abide and be bound by our new Privacy Policy.

Right to Deletion

Subject to certain exceptions set forth below, on receipt of a verifiable request from you, we will delete your personal information from our records.

Please note that we may not be able to comply with requests to delete your personal information if it is necessary to:

- Complete the transaction for which the personal information was collected, fulfill the terms of a written warranty or product recall conducted in accordance with federal law, provide a good or service requested by you, or reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform a contract between you and the Company;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Debug to identify and repair errors that impair existing intended functionality;
- Exercise free speech, ensure the right of another consumer to exercise his or her right of free speech, or exercise another right provided for by law;
- Comply with the California Electronic Communications Privacy Act;
- Engage in public or peer-reviewed scientific, historical, or statistical research in the public interest that adheres to all other applicable ethics and privacy laws, when our deletion of the information is likely

to render impossible or seriously impair the achievement of such research, provided we have obtained your informed consent;

- Enable solely internal uses that are reasonably aligned with your expectations based on your relationship with the Company;
- Comply with an existing legal obligation; or
- Otherwise use your personal information, internally, in a lawful manner that is compatible with the context in which you provided the information.

E-mail Communications

Company may contact you via email for the purpose of providing announcements, promotional offers, alerts, confirmations, surveys, and/or other general communication. In order to improve our Services, we may receive a notification when you open an email from Company or click on a link therein.

From time to time, you may elect to correspond with the Company through email. If you do so, we reserve the right to retain the email and its contents along with your address and our responses.

If you would like to stop receiving informational, marketing, or promotional communications via email from Company, you may opt out of such communications by clicking the unsubscribe link. Notwithstanding the promotional preferences you indicate by unsubscribing, we may continue to send you administrative emails including, for example, periodic updates to our Privacy Policy.

Intellectual Property Rights

The information contained on the Website, including but not limited to, digital paper designs, templates, blog posts, illustrations, infographics, photographs, videos, logos, opinion-based content, guides, tutorials, text, and any other forms of artistic expression (collectively known as “Intellectual Property”) are the sole property of Company. There shall be no unauthorized use of Company’s Intellectual Property. Company’s Intellectual Property is subject, but not limited to, The Lanham Act (also known as the Trademark Act of 1946), The Copyright Act of 1976, and intellectual property common law.

Company’s Intellectual Property cannot be used without the express written consent of the Company.

Please contact wholoud.org@gmail.com if you seek a license to use Company’s Intellectual Property.

External Data Storage Sites

We may store your data on servers provided by third party hosting vendors with whom we have contracted.

Testimonials

Company may display personal testimonials of yours on our Sites, social media platforms, or marketing materials or presentations, from time to time received by you through the Sites, email communication, or other communication methods. If you would not like your testimonial displayed, please contact us at wholoud.org@gmail.com, and we will remove your testimony.

Any testimonials on the Sites are opinions of the individuals writing them and do not guarantee any future result or success of any individuals using the Sites or the Services. Individual results may vary as testimonials are grammatically edited expressions of the experience regarding the Services rendered.

Governing Laws

This Privacy Policy shall be governed under the laws of Georgia, United States without regards to its conflicts of law provisions.

Visitors' GDPR Rights

Website users that are within the European Union are entitled to certain rights under the General Data Protection Regulation. Those rights include:

We will retain the any information you choose to provide to us until the earlier of: (a) you asking us to delete the information, (b) our decision to cease using our existing data providers, or (c) the Company decides that the value in retaining the data is outweighed by the costs of retaining it.

You have the right to request access to your data that the Company stores and the rights to either rectify or erase your personal data.

You have the right to seek restrictions on the processing of your data.

You have the right to object to the processing of your data and the right to the portability of your data.

To the extent that you provided consent to the Company's processing of your personal data, you have the right to withdraw that consent at any time, without affecting the lawfulness of processing based upon consent that occurred prior to your withdrawal of consent.

You have the right to lodge a complaint with a supervisory authority that has jurisdiction over issues related to the General Data Protection Regulation.

We require only the information that is reasonably required to enter into a contract with you. We will not require you to provide consent for any unnecessary processing as a condition of entering into a contract with us, this includes but is not limited to, any downloading of a lead magnet, webinar, freebie, or traditional list building method.

Contact Information

To ask questions or comment about this Privacy Policy and our privacy practices, contact us at: wholoud.org@gmail.com

To Contact our GDPR Data Protection Officer: Letitia Manning at wholoud.org@gmail.com