

Privacy Policy

Effective Date: April 2, 2025

Client-Minds LLC

Website: www.client-minds.com

Location: Ohio, United States

1. Introduction

Client-Minds LLC ("Company," "we," "our," or "us") values your privacy. This Privacy Policy explains how we

collect, use, disclose, and safeguard your information when you visit our website www.client-minds.com, in

accordance with applicable federal and Ohio state laws.

By using our site, you agree to the terms of this Privacy Policy.

2. Information We Collect

A. Personal Information

- Name, email address, phone number, billing and payment details, and other contact data.

- Business-related or sensitive information submitted through our forms.

B. Non-Personal Information

- Browser type, IP address, pages visited, time on site, and other analytics data.

- Cookies and tracking data via third-party tools such as Google Analytics and marketing services.

3. How We Use Your Information

We use the information we collect to:

- Provide and maintain our services
- Process payments and secure sensitive data
- Communicate with you and respond to inquiries
- Improve website functionality and user experience
- Send marketing communications (with your consent)
- Comply with legal and regulatory obligations

4. Sharing Your Information

We do not sell, rent, or lease your personal information. We may share your information:

- With service providers who help us operate the website (e.g., payment processors, hosting, analytics, and marketing tools). Each client's needs are different and this may not apply to all clients. Some software used for the purpose of goal tracking, agenda, accountability measurement may be used and would have cloud storage based on the Terms and Conditions of those 3rd part providers. Client-Minds, LLC, does not take responsibility for information used within those solutions.
- To comply with legal obligations or enforce our rights
- In connection with a business transfer (e.g., merger, acquisition)

5. Data Security

We take precautions to protect your information. When you submit sensitive information via the Site, your information is protected both online and offline.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment. However, no method of transmission over the Internet is 100% secure.

6. Your Rights

As a U.S. resident, you may have rights including:

- Accessing or correcting your personal data
- Requesting deletion of your data, a written request is required.
- Opting out of marketing communications

To exercise your rights, contact us at: Caleb@Client-minds.com

7. Cookies and Tracking Technologies

Our website uses cookies and similar technologies to enhance user experience and deliver personalized content. You can modify your browser settings to decline cookies if preferred.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites. Should you click on these links, we are no longer responsible how/who these 3rd party websites use your info.

9. Children's Privacy

Our website is not intended for individuals under the age of 16. We do not knowingly collect data from children.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date. These changes should they happen will be highlighted and required to read to continue using the site once updated.

11. Dispute Resolution Process

a. Scope and Applicability

This Dispute Resolution Process applies to any disputes arising out of or relating to the Privacy Policy, Terms and Conditions, Statement of Work, Master Service Agreement, or

any other contractual agreements between Client-Minds LLC ("Company," "we," "our," or "us") and its clients, partners, or third-party service providers.

b. Initial Negotiation

In the event of a dispute, the parties shall first attempt to resolve the matter through good faith negotiations. Either party may initiate the negotiation process by providing written notice to the other party, outlining the nature of the dispute and the desired resolution. The parties shall meet and confer within thirty (30) days of the notice to discuss the dispute and seek a mutually agreeable solution.

c. Mediation

If the dispute is not resolved through initial negotiation, the parties agree to submit the matter to mediation. Mediation shall be conducted by a neutral third-party mediator selected by mutual agreement of the parties. The mediation shall take place in Ohio, and the costs of mediation shall be shared equally by the parties. The parties shall participate in the mediation in good faith and make reasonable efforts to resolve the dispute.

d. Arbitration

If the dispute is not resolved through mediation, the parties agree to submit the matter to binding arbitration. Arbitration shall be conducted in accordance with the rules of the American Arbitration Association (AAA) or another mutually agreed-upon arbitration organization. The arbitration shall take place in Ohio, and the costs of arbitration shall be shared equally by the parties. The arbitrator's decision shall be final and binding on the parties, and judgment on the award may be entered in any court of competent jurisdiction.

e. Confidentiality

All negotiations, mediation, and arbitration proceedings shall be confidential and not disclosed to any third party, except as required by law or to enforce the arbitration award. The parties agree to maintain the confidentiality of all documents, communications, and information exchanged during the dispute resolution process.

f. Governing Law

This Dispute Resolution Process shall be governed by and construed in accordance with the laws of the State of Ohio, without regard to its conflict of laws principles.

g. Severability

If any provision of this Dispute Resolution Process is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

12. Contact Us

If you have questions or concerns about this Privacy Policy, contact us:

Email: Caleb@Client-minds.com

Client-Minds LLC

Ohio, United States