

MTMVERSE Privacy Policy

Effective Date: January 1, 2024

At **MTMVERSE**, your privacy is of paramount importance to us. This Privacy Policy explains in detail how we collect, use, disclose, and protect your personal information when you interact with our website, subscribe to our services, or use any of our products. By using our services, you consent to the data practices described in this policy.

We recommend that you read this Privacy Policy thoroughly to understand our views and practices regarding your personal data and how we treat it. If you have any questions or concerns, please contact us at **mastertmentor@gmail.com**.

1. Information We Collect

We collect a range of personal and non-personal information from our users in order to provide our subscription-based services, communicate with you, and improve your experience on our platform.

Personal Information:

Personal information is data that can be used to identify an individual.

- **Account Information:** When you create an account on our platform, we collect personal details such as:
 - Full Name
 - Email Address
 - Phone Number
 - Payment Information (e.g., credit card details, billing address)
 - Username and Password
- **Subscription Information:** We collect details about your subscription, such as:
 - Subscription Plan (monthly, quarterly, or annually)
 - Payment History
 - Subscription Start and End Dates
- **Communications:** If you contact us through email, phone, or other means, we will collect the content of those communications along with any other information that may be provided in the course of our correspondence.
- **Profile Information:** If you participate in our community features (such as user forums or comment sections), we may collect information that you voluntarily provide in your profile, such as preferences, interests, or feedback.

Non-Personal Information:

Non-personal information is data that cannot be used to directly identify an individual but helps us analyze and improve the user experience.

- **Usage Data:** This includes information about how you interact with our website and services, such as:
 - Pages viewed
 - Time spent on the website
 - Click-throughs and search queries
 - Subscription activity (e.g., types of alerts you view or engage with)
 - Error reports and performance data
- **Device Information:** We may collect non-personal information about the devices you use to access our services, such as:
 - IP address
 - Browser type and version
 - Device type (e.g., desktop, mobile)
 - Operating system
- **Cookies and Tracking Technologies:** As described below, we use cookies and other tracking technologies to improve user experience, analyze website traffic, and deliver tailored content and advertising.

2. How We Use Your Information

We use the information we collect for a variety of purposes, including the following:

- **To Provide and Manage Our Services:**
 - To process your subscription and payments, and to provide the time-sensitive alerts and private educational content to which you have subscribed.
 - To deliver personalized content, including alerts, trading tips, sneaker reselling opportunities, and sports betting insights, based on your interests and preferences.
- **To Communicate with You:**
 - To send you important notifications, including subscription confirmations, billing information, service updates, or changes to our Terms of Service and Privacy Policy.
 - To send marketing communications, promotional offers, and other news about our products and services (only if you have opted-in to receive such communications).
- **For Customer Support:**
 - To respond to your inquiries, address any technical issues, and provide support related to your subscription or account.
- **To Improve Our Services:**
 - To enhance our website and service offerings based on your usage patterns and feedback.
 - To perform data analysis, identify trends, and conduct research aimed at improving our services.

- **To Ensure the Security of Our Services:**
 - To protect the security and integrity of our services, prevent fraud, and detect any illegal or unauthorized activity on our platform.
 - To verify your identity and prevent unauthorized access to your account.

3. How We Protect Your Information

We take reasonable technical, organizational, and administrative measures to protect your personal information from unauthorized access, alteration, or disclosure. These measures include:

- **Encryption:** Sensitive information (such as payment details) is transmitted over a secure connection (SSL/TLS encryption) to ensure its protection.
- **Access Control:** We implement strict access controls within our company to limit access to your personal information to only those employees or third-party service providers who need to know in order to perform their job functions.
- **Regular Audits:** We conduct regular audits and vulnerability assessments to ensure that our data protection practices meet industry standards.
- **Third-Party Providers:** We use trusted third-party service providers (e.g., payment processors, cloud storage providers) who are contractually obligated to handle your data securely and in compliance with applicable laws.

Despite our best efforts, please be aware that no method of electronic storage or transmission is 100% secure. We cannot guarantee absolute security, but we will continue to enhance our data protection efforts as new security technologies become available.

4. Sharing Your Information

We do not sell, rent, or lease your personal information to third parties. However, we may share your information in the following situations:

- **With Service Providers:** We may share your personal information with third-party vendors and service providers who assist in operating our website, processing payments, sending communications, and delivering content to you. These service providers are required to comply with our privacy policy and implement appropriate data protection measures.
- **For Legal Compliance:** We may disclose your information if required to do so by law, regulation, or legal process, such as in response to a subpoena, court order, or government request.
- **In the Event of a Business Transfer:** If MTMVERSE is involved in a merger, acquisition, or sale of all or part of its assets, your personal information may be transferred to the new owner. We will notify you of any such transfer by updating this Privacy Policy.
- **For Advertising and Analytics:** We may use third-party advertising partners, such as Google Ads or Facebook, to deliver targeted ads to you. These companies may use

tracking technologies (e.g., cookies) to collect non-personal data about your browsing activities.

5. Cookies and Tracking Technologies

We use **cookies** and other similar technologies to improve your experience on our website. Cookies are small text files placed on your device to collect information about how you use our site.

Types of Cookies We Use:

- **Essential Cookies:** These are necessary for the functioning of our website and services. For example, they allow you to log in to your account or maintain your session during navigation.
- **Performance Cookies:** These cookies help us analyze how our website is performing, such as the number of visitors and how they navigate through the site. This allows us to improve our site's performance and user experience.
- **Advertising and Targeting Cookies:** We use these cookies to display personalized advertisements to you based on your browsing history. These cookies allow us to show ads relevant to your interests both on our site and across other platforms.

You can control the use of cookies through your browser settings. Most browsers allow you to refuse cookies, delete them, or be notified when cookies are sent. However, blocking or deleting cookies may impact your ability to use some features of our website.

6. Your Rights and Choices

Under applicable data protection laws, you have certain rights regarding your personal data:

- **Access to Your Information:** You can request a copy of the personal information we hold about you. We will provide this information to you in a structured, commonly used, and machine-readable format.
- **Correction or Update of Your Information:** If any of the information we hold about you is inaccurate or incomplete, you have the right to request that it be corrected or updated.
- **Deletion of Your Account:** You may request that we delete your account and the personal information we have collected about you. We will honor your request unless we are required to retain certain information for legal or business purposes (such as financial transactions or anti-fraud measures).
- **Data Portability:** You may request to receive a copy of your personal data in a commonly used electronic format to transfer it to another service provider.
- **Withdraw Consent:** If you have previously consented to the use of your data for marketing purposes, you may withdraw that consent at any time. You can unsubscribe from marketing emails by clicking the "unsubscribe" link in any marketing email or by contacting us directly.

- **Object to Processing:** You have the right to object to the processing of your data in certain circumstances, such as for direct marketing purposes.

To exercise any of these rights, please contact us using the contact details provided below.

7. Children's Privacy

Our services are not intended for individuals under the age of 18, and we do not knowingly collect personal information from children under 18. If we discover that we have inadvertently collected personal data from a child under 18, we will promptly delete such information.

If you are a parent or guardian and believe that your child has provided us with personal data, please contact us so that we can take the necessary action.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or legal obligations. When we make