

Privacy Policy

Effective Date: June 15, 2026 **Last Updated:** June 27, 2026

This Privacy Policy explains how Crown Digital LLC ("Crown Digital," "we," "us," or "our") collects, uses, discloses, and protects personal information when you visit crowndigitalhq.com (the "Site"), purchase or use our marketing services and AI tools (the "Services"), or otherwise interact with us.

By using the Site or Services, you acknowledge that you have read and understood this Privacy Policy.

1. Information We Collect

Information you provide to us. We collect information you give us directly, including:

- Identity and contact details (name, email address, phone number, business name)
- Account credentials, if you create an account
- Billing and payment information (processed by our payment provider — see Section 4)
- Communications you send us (support requests, form submissions, survey responses)
- Business and contact data you provide to us so that we can set up and deliver the Services

Information we collect automatically. When you use the Site, we and our service providers automatically collect:

- Device and browser information (IP address, browser type, operating system, device identifiers)
- Usage data (pages viewed, links clicked, time on site, referring URLs)
- Information collected through cookies and similar technologies (see Section 3)

Information from third parties. We may receive information about you from advertising and analytics partners, social media platforms, and lead-generation sources.

2. How We Use Your Information

We use personal information to:

- Provide, operate, and improve our Services and AI tools
 - Process transactions and send related information, including confirmations and invoices
 - Respond to your inquiries and provide customer support
 - Send marketing and promotional communications (you may opt out at any time)
 - Personalize content and measure the effectiveness of our advertising
 - Analyze how the Site and Services are used
 - Detect, prevent, and address fraud, security issues, and technical problems
 - Comply with legal obligations and enforce our terms
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3. Cookies and Tracking Technologies

We use cookies, pixels, tags, and similar technologies to operate the Site, analyze traffic, and deliver advertising. The third-party technologies we use include:

- **Google Analytics** — to understand how visitors use the Site. Google may use this data per its own policies. You can opt out using the Google Analytics Opt-out Browser Add-on.
- **Meta Pixel (Facebook/Instagram)** — to measure ad performance and show you relevant advertising on Meta platforms. The Meta Pixel shares certain information about your activity on our Site with Meta.
- **Google Ads / advertising cookies** — to deliver and measure advertising across the web.

Data collection summary (privacy "nutrition label"). The table below summarizes, at a glance, the main data we and our key third-party tools collect and how it is used:

Service / Source	What's Collected	Purpose	Shared With	How to Opt Out
Google Analytics	Usage data, device & browser info, truncated IP	Website analytics	Google	GA Opt-out Add-on; cookie controls; GPC
Meta Pixel	Activity on our Site, device info	Ad measurement & targeting	Meta	Cookie controls; GPC; "Do Not Sell or Share" link
Google Ads	Ad interactions, cookie identifiers	Online advertising	Google	Cookie controls; GPC
Stripe	Name, billing & payment details	Payment processing	Stripe (processor)	Required to complete a purchase
Contact / lead forms	Name, email, phone, message	Respond and provide Services	Not sold or shared for marketing	Contact us
SMS program	Mobile number, opt-in consent	Send texts you requested	Not shared for marketing (see Section 5)	Reply STOP

You can control cookies through your browser settings and through the opt-out mechanisms described in Section 7. Note that disabling cookies may affect Site functionality.

Global Privacy Control (GPC). We recognize and honor the Global Privacy Control signal. If your browser or a browser extension sends a GPC signal, we will treat it as a valid request to opt out of the "sale" and "sharing" of your personal information for the browser and device from which it is sent.

4. How We Share Your Information

We do not sell your personal information for money. However, our use of advertising and analytics technologies may be considered a "sale" or "sharing" of personal information under certain state laws (see Section 6). We disclose personal information to:

- **Service providers** who perform functions on our behalf (hosting, payment processing, email delivery, customer support, analytics). Our payment processing is handled by Stripe; we do not store full payment card numbers.
- **Advertising and analytics partners**, including Google and Meta, in connection with the technologies described in Section 3.
- **Professional advisors** such as lawyers, accountants, and auditors.
- **Authorities and others** where required by law, to enforce our agreements, or to protect the rights, safety, and property of Crown Digital, our users, or others.
- **In a business transfer**, such as a merger, acquisition, financing, or sale of assets.

The advertising-related sharing described above does **not** apply to mobile information or text-messaging consent collected through our SMS program, which is handled as described in Section 5.

5. SMS / Text Messaging Program and Mobile Information

This section applies when you provide your mobile number and opt in to receive text messages from Crown Digital, or from a business that uses our messaging services.

Mobile information. Your mobile information will not be sold or shared with third parties for promotional or marketing purposes. We do not share mobile opt-in information or text-messaging consent with any third parties or affiliates for their own marketing or promotional purposes. Mobile information may be shared only with service providers (such as our messaging platform and telecommunications carriers) strictly as needed to deliver the messaging service you have requested, and as required by law.

Consent. By providing your mobile number and opting in, you agree to receive text messages, which may include appointment reminders, account and service notifications, follow-ups, and — where you have separately agreed — promotional messages. Consent to receive marketing text messages is not a condition of any purchase.

Message frequency. Message frequency varies.

Message and data rates. Message and data rates may apply.

Opt-out. You can cancel at any time by replying STOP to any text message. After you reply STOP, you will receive a confirmation message and will not receive further texts, except as needed to process your request.

Help. Reply HELP for assistance, or contact us at privacy@crowndigitalhq.com.

Carrier disclaimer. Mobile carriers are not liable for delayed or undelivered messages.

6. Your Privacy Rights

Depending on where you live, you may have the following rights regarding your personal information:

- **Access / Know** — request the categories and specific pieces of personal information we hold about you
- **Delete** — request deletion of your personal information
- **Correct** — request correction of inaccurate personal information
- **Opt out** — opt out of the "sale" or "sharing" of your personal information and of targeted advertising
- **Non-discrimination** — not be discriminated against for exercising your rights
- **Appeal** — appeal a denial of your request, where applicable under your state's law

These rights apply to residents of states with comprehensive privacy laws, including but not limited to California, Maryland, Virginia, Colorado, Connecticut, Texas, and others. The specific rights available to you depend on your state of residence.

7. How to Exercise Your Rights / Do Not Sell or Share My Personal Information

You can exercise your privacy rights by:

- Emailing us at privacy@crowndigitalhq.com
- Using the "**Do Not Sell or Share My Personal Information**" link in our Site footer
- Enabling the Global Privacy Control in your browser (see Section 3)

We will verify your request and respond within the timeframe required by applicable law. You may designate an authorized agent to make a request on your behalf.

8. Data Retention

We retain personal information for as long as necessary to provide the Services, comply with our legal obligations, resolve disputes, and enforce our agreements. When information is no longer needed, we delete or de-identify it.

9. Data Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect personal information. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

10. Our AI Tools and AI Disclosure

We design, configure, and operate our AI tools on behalf of our clients. Our clients and their end users do not directly submit prompts or inputs to the tools — we set up and manage them as part of

delivering the Services. To do this, we may process business and contact data that you provide to us. Results generated by the tools are produced by automated systems and may be inaccurate or incomplete, and should be reviewed before use. We do not use the personal information processed through our AI tools to train third-party AI models.

AI disclosure. Some of our Services use artificial intelligence and automated systems to interact with people, including an AI website chatbot and, for Crown AI Front Desk clients, an AI Voice Receptionist that can answer calls, respond to questions, and book appointments. When you interact with these features, you are communicating with an automated AI system rather than a live human, and we aim to make this clear at the point of interaction. AI-generated responses may be inaccurate or incomplete and do not constitute professional advice; where appropriate, requests may be routed to a human. We do not use AI to impersonate a specific real individual or to deceive you, and we do not make false or unsubstantiated claims about what our AI can do. AI voice interactions may be recorded or transcribed to provide the Services; where recording occurs, we and the businesses we work with are responsible for providing any notice and obtaining any consent required by law.

11. Children's Privacy

The Site and Services are not directed to children under 13 (or under 16 where applicable), and we do not knowingly collect personal information from children. If you believe a child has provided us personal information, please contact us and we will delete it.

12. Third-Party Links

The Site may contain links to third-party websites and services. We are not responsible for the privacy practices of those third parties, and we encourage you to review their privacy policies.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we make material changes, we will update the "Last Updated" date and, where required by law, provide additional notice. Your continued use of the Site or Services after changes take effect constitutes acceptance of the updated policy.

14. Contact Us

If you have questions about this Privacy Policy or our privacy practices, contact us at:

Crown Digital LLC Email: privacy@crowndigitalhq.com Mailing address: 737 Gadsden Street, Columbia, SC 29201