**Global Reading Privacy Policy**

**1. Introduction**

Global Reading ("Company", "we", "us", or "our") is committed to protecting the privacy and security of our users' personal information. This Privacy Policy outlines the types of information we collect, how we use and share that information, and the rights and options available to you regarding your information.

We understand the importance of privacy and are dedicated to safeguarding your personal data in accordance with applicable privacy laws, including the General Data Protection Regulation (GDPR), the California Consumer Privacy Act (CCPA), and other relevant data protection regulations. By using our services, you agree to the collection and use of your information in accordance with this policy.

This Privacy Policy applies to all personal data processed by Global Reading, including data collected through our website ([globalreading.com](http://globalreading.com)), mobile applications, and other online services (collectively, the "Services"). This policy does not apply to information collected by third parties, including websites that may be linked to or accessible from our Services.

**2. Information We Collect**

We collect various types of information to provide and improve our Services to you. The information we collect can be categorized into the following:

**2.1 Personal Data:**
We collect personal data that you voluntarily provide to us when you register for an account, subscribe to our newsletter, participate in discussions or forums, engage in transactions, or communicate with us. This information may include:

* **Name:** To personalize your experience and facilitate account identification.
* **Email Address:** For account verification, service notifications, and communication purposes.
* **Telephone Number:** For customer service and support inquiries.
* **Billing Information:** Including credit card numbers, billing addresses, and other payment-related details for processing transactions.
* **Profile Information:** Such as your username, profile picture, reading preferences, and reviews.

**2.2 Automatically Collected Information:**
When you use our Services, we automatically collect certain information about your device, browsing actions, and usage patterns. This information helps us understand how our users interact with our Services and includes:

* **Device Information:** Such as IP address, browser type, operating system, and device identifiers.
* **Usage Data:** Including the pages you visit, the time spent on those pages, search queries, clickstream data, and interaction with features.
* **Location Data:** We may collect information about your location if you provide us with your consent to do so.

**2.3 Cookies and Similar Technologies:**
We use cookies, web beacons, and similar tracking technologies to collect information about your activity on our Services. Cookies are small data files stored on your device that help us recognize you, remember your preferences, and improve your experience. We use the following types of cookies:

* **Essential Cookies:** Necessary for the operation of our Services, such as enabling secure login.
* **Performance Cookies:** To analyze how visitors use our Services and monitor performance.
* **Functionality Cookies:** To remember choices you make and provide enhanced features.
* **Targeting Cookies:** To deliver relevant advertising and track the effectiveness of our marketing campaigns.

**3. How We Use Your Information**

We use the information we collect for various purposes, including:

**3.1 To Provide and Maintain Our Service:**
We use your personal data to operate and maintain our Services, including processing your orders, managing your account, and providing customer support.

* **Order Processing:** To facilitate transactions and deliver products and services.
* **Account Management:** To create and manage your account, including sending service-related communications.
* **Customer Support:** To respond to your inquiries, troubleshoot issues, and improve our Services.

**3.2 To Improve Our Service:**
We use your information to understand how you interact with our Services, identify areas for improvement, and develop new features and products.

* **User Analytics:** To analyze usage patterns and gather insights into user behavior.
* **Feedback and Surveys:** To collect feedback on your experience and satisfaction with our Services.
* **Product Development:** To develop and test new features, products, and services based on user needs.

**3.3 To Communicate with You:**
We use your contact information to send you updates, newsletters, promotional offers, and other communications related to our Services. You can opt out of receiving marketing communications at any time by following the unsubscribe instructions provided in our emails.

* **Service Notifications:** To notify you of important updates, changes to our policies, and security alerts.
* **Promotional Offers:** To inform you of special offers, discounts, and new releases.
* **Personalized Content:** To send you content and recommendations tailored to your interests.

**3.4 To Comply with Legal Obligations:**
We may process your personal data to comply with legal requirements, such as responding to court orders, enforcing our terms of service, and preventing fraud or other illegal activities.

* **Legal Compliance:** To comply with applicable laws, regulations, and legal processes.
* **Fraud Prevention:** To detect, prevent, and respond to potential fraud, security breaches, and other illegal activities.
* **Contractual Obligations:** To fulfill our contractual obligations to you and third parties.

**4. Sharing and Disclosure of Your Information**

We may share your personal data with third parties in certain circumstances, including:

**4.1 Service Providers:**
We engage third-party service providers to perform services on our behalf, such as payment processing, data analysis, email delivery, hosting, and customer support. These service providers have access to your personal data only to the extent necessary to perform their functions and are contractually obligated to protect your data and use it only for the purposes specified by us.

* **Payment Processors:** To process payments securely and efficiently.
* **Cloud Hosting Providers:** To host and store data on secure servers.
* **Marketing Partners:** To assist in delivering targeted marketing and promotional content.

**4.2 Business Transfers:**
In the event of a merger, acquisition, reorganization, or sale of all or part of our assets, your personal data may be transferred as part of the transaction. We will notify you before your data is transferred and becomes subject to a different privacy policy.

* **Mergers and Acquisitions:** To facilitate business transactions that may involve the transfer of assets or ownership.
* **Bankruptcy Proceedings:** In the unlikely event of bankruptcy or insolvency, your data may be considered an asset and subject to transfer.

**4.3 Legal Requirements:**
We may disclose your personal data to comply with legal obligations, such as responding to subpoenas, court orders, or other legal processes, and to protect the rights, property, or safety of Global Reading, our users, or others.

* **Law Enforcement:** To cooperate with law enforcement agencies and government authorities.
* **Legal Defense:** To defend our legal rights and interests in court or other legal proceedings.

**4.4 With Your Consent:**
In cases where we seek to share your personal data for purposes not covered by this Privacy Policy, we will obtain your explicit consent before doing so.

**5. Data Security**

We take the security of your personal data seriously and implement appropriate technical and organizational measures to protect it from unauthorized access, disclosure, alteration, or destruction. These measures include:

* **Encryption:** We use industry-standard encryption technologies to protect your data during transmission and storage.
* **Access Controls:** We restrict access to personal data to authorized personnel only, based on their role and responsibilities.
* **Security Audits:** We conduct regular security audits and assessments to identify and address potential vulnerabilities in our systems.
* **Data Minimization:** We collect and process only the data necessary for the purposes outlined in this Privacy Policy.

Despite our best efforts, no security measures are foolproof, and we cannot guarantee the absolute security of your data. We encourage you to take steps to protect your information, such as using strong passwords, enabling two-factor authentication, and being cautious when sharing personal data online.

**6. Your Data Protection Rights**

Depending on your location and applicable privacy laws, you may have certain rights regarding your personal data. These rights may include:

**6.1 Access, Correction, and Deletion:**
You have the right to request access to the personal data we hold about you, correct any inaccuracies, and request deletion of your personal data, subject to certain exceptions.

* **Access:** You can request a copy of the personal data we hold about you and information on how we process it.
* **Correction:** You can request the correction of inaccurate or incomplete personal data.
* **Deletion:** You can request the deletion of your personal data when it is no longer necessary for the purposes for which it was collected.

**6.2 Objection to Processing:**
You have the right to object to the processing of your personal data, particularly where we rely on legitimate interests as the legal basis for processing.

* **Marketing Opt-Out:** You can opt-out of receiving marketing communications from us at any time.
* **Profiling and Automated Decisions:** You can object to decisions made solely based on automated processing, including profiling.

**6.3 Data Portability:**
You have the right to request that we transfer the data that we have collected to another organization, or directly to you, in a structured, commonly used, and machine-readable format.

* **Transfer Requests:** You can request the transfer of your personal data to another service provider.
* **Format:** We will provide your data in a format that is widely recognized and compatible with other systems.

**6.4 Withdrawal of Consent:**
If we process your personal data based on your consent, you may withdraw your consent at any time. This will not affect the lawfulness of processing based on consent before its withdrawal.

* **Effect of Withdrawal:** Withdrawal of consent may limit your ability to use certain features of our Services.

**6.5 How to Exercise Your Rights:**
To exercise any of the above rights, please contact us using the contact information provided in this Privacy Policy. We will respond to your request within the time frame required by applicable law.

**7. International Data Transfers**

Global Reading is a global company, and your personal data may be transferred to and processed in countries outside of your country of residence. These countries may have data protection laws that are different from those in your country, and in some cases, may not provide the same level of protection.

**7.1 Transfers to Third Countries:**
When we transfer your personal data to third countries, we take appropriate steps to ensure that your data is protected in accordance with this Privacy Policy and applicable data protection laws. These steps may include:

* **Standard Contractual Clauses:** We may rely on standard contractual clauses approved by the European Commission or other relevant authorities to ensure that your data is adequately protected.
* **Privacy Shield:** If applicable, we may rely on the EU-U.S. and Swiss-U.S. Privacy Shield frameworks for data transfers to the United States.
* **Adequacy Decisions:** We may transfer data to countries that have been recognized by relevant authorities as providing an adequate level of data protection.

**7.2 Cross-Border Data Transfers:**
We may transfer your data across borders within our group of companies or to third-party service providers that operate in multiple countries. We will ensure that these transfers comply with applicable data protection laws and that your data remains secure.

**7.3 Your Rights and Remedies:**
If you believe that your data has been transferred in violation of your rights under applicable data protection laws, you may have the right to file a complaint with the relevant data protection authority.

**8. Retention of Your Information**

We will retain your personal data only for as long as necessary to fulfill the purposes for which it was collected, as described in this Privacy Policy. This retention period may vary depending on the type of data and the purpose for which it is processed.

**8.1 Retention Periods:**
We determine the appropriate retention period based on the following criteria:

* **Legal Obligations:** We may retain your data for as long as required by law, such as for tax and accounting purposes.
* **Contractual Obligations:** We may retain your data for the duration of your contract with us and for a reasonable period thereafter to address any legal claims or disputes.
* **Business Needs:** We may retain your data to support our legitimate business interests, such as improving our Services and maintaining records for auditing purposes.

**8.2 Data Deletion:**
When we no longer need your personal data, we will securely delete or anonymize it in accordance with our data retention policies. If deletion is not possible (e.g., because the data has been stored in backup archives), we will securely store the data and isolate it from further processing until deletion is possible.

**8.3 Data Minimization:**
We take steps to ensure that we only collect and retain the minimum amount of data necessary for the purposes outlined in this Privacy Policy. We regularly review our data collection and retention practices to ensure compliance with this principle.

**9. Children's Privacy**

Our Services are not intended for use by children under the age of 13, and we do not knowingly collect personal data from children under this age. If we become aware that we have inadvertently collected personal data from a child under 13, we will take steps to delete that information as soon as possible.

**9.1 Parental Consent:**
If we intend to collect personal data from children under 13, we will obtain verifiable parental consent before doing so. Parents or guardians who believe that their child has provided us with personal data without their consent should contact us immediately.

**9.2 Children's Online Privacy Protection Act (COPPA):**
We comply with the Children's Online Privacy Protection Act (COPPA) and other applicable laws designed to protect children's privacy online. If you believe that we have violated COPPA, you may file a complaint with the Federal Trade Commission (FTC).

**9.3 Education and Awareness:**
We encourage parents and guardians to educate their children about online privacy and the safe use of the internet. We provide resources and tools to help families make informed decisions about using our Services.

**10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or other factors. When we make changes to this policy, we will notify you by updating the "Last Updated" date at the top of this page and, if necessary, by providing additional notice (e.g., by email or through a notice on our website).

**10.1 Your Responsibility to Review:**
We encourage you to review this Privacy Policy periodically to stay informed about how we protect your personal data. Your continued use of our Services after the effective date of any changes constitutes your acceptance of the updated Privacy Policy.

**10.2 Material Changes:**
If we make material changes to this Privacy Policy, we will provide you with a clear and conspicuous notice of those changes, either through our Services or by contacting you directly. Material changes may include significant updates to how we collect, use, or share your personal data.

**10.3 Historical Versions:**
We maintain a record of previous versions of this Privacy Policy, which you may request by contacting us. This allows you to track how our privacy practices have evolved over time.

**11. Contact Us**

If you have any questions or concerns about this Privacy Policy, or if you wish to exercise your data protection rights, please contact us using the following information:

* **By Email:** admin@tcpatel.com
* **By Mail:** Toronto, ON M5H 1W2, Canada

We are committed to resolving any complaints or concerns you may have about our privacy practices. If you are not satisfied with our response, you may have the right to lodge a complaint with the relevant data protection authority in your jurisdiction.

**11.1 Response Time:**
We will respond to your inquiries and requests as soon as possible, typically within 30 days, in accordance with applicable laws. If your request is complex or involves multiple components, we may need additional time to respond fully, but we will keep you informed of our progress.

**11.2 Data Protection Officer:**
Global Reading has appointed a Data Protection Officer (DPO) who is responsible for overseeing compliance with this Privacy Policy and data protection laws.

**Appendix A: Definitions**
This appendix provides definitions of key terms used in this Privacy Policy, such as "personal data," "processing," "data controller," and "data processor." These definitions help clarify the scope of our privacy practices and your rights under applicable data protection laws.

**Appendix B: Legal Bases for Processing**
This appendix explains the legal bases we rely on for processing your personal data, including consent, contract performance, legal obligations, and legitimate interests. It provides a detailed overview of how we ensure that our data processing activities are lawful and transparent.