

## PRIVACY POLICY

*Last Modified: November 9th, 2024*

Along with our Privacy Policy, please feel free to review our Terms and Conditions.

We value and respect your privacy, and are committed to protecting it under this Privacy Policy. Here we describe the types of information that Milko Design Studio ("We," "us" or "our") may collect from you ("User," "you," or "your") or that you may provide through communications with us or other third parties, or when you use or access the website [www.milkodesignstudio.com](http://www.milkodesignstudio.com), or any of our educational course options or membership platforms (the "Website" or "Services"). Please read this Privacy Policy carefully to understand our policies and practices for collecting, using, maintaining, protecting and disclosing your information.

### Privacy Policy Consent

Please read this Privacy Policy carefully and in its entirety before using the Services,. You, as a visitor and/or user of our website, agree to the following Privacy Policy, and your access and/or use of our website, products, and/or services constitutes your voluntary acceptance to be bound by its terms, whether you have read it or have had the opportunity to read it and have chosen not to. Your use of our website, and any information that you contribute or provide to us, is subject to this Privacy Policy.

### Changes to this Privacy Policy

We may revise this Privacy Policy from time to time. We shall notify you when such updates are made, and all changes are effective immediately when we post them. 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 Services and this Privacy Policy to check for any changes. Your continued use of the Services after we make changes is deemed to be acceptance of those changes, so please check the policy periodically for updates.

### Children's Online Privacy Protection Act (COPPA)

In accordance with the Children's Online Privacy Protection Act (COPPA) and the General Data Protection Regulation of the EU (GDPR), our Services are not intended for children under 18 years of age. No one under age 18 may provide any personal information on the Services, and 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 Services, or on any of its features, do not make any purchases through the Services, register on the Services, or provide any information about yourself to us. 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: [support@beccaluna.com](mailto:support@beccaluna.com).

### CAN-SPAM Act of 2003

We have taken the necessary steps to ensure that we are in compliance with the Controlling the Assault of Non-Solicited Pornography And Marketing (CAN-SPAM) Act of 2003 and will not send misleading information.

### Information you Provide:

Information you provide to us on or through the Services may include:

Information you provide while creating your account, including your name, phone number, email address, Facebook account information, country, age, profile name, or other information by which you may be identified ("personal information").

Information you provide by filling in forms on the Services, posting materials, or typing search queries.

Information you provide when you contact customer support or report a problem with the Services, including your email address, and records and copies of such correspondence.

User Contributions: You also may provide information to be posted, submitted, published, displayed, or transmitted ("posted") on public areas of the Services, or to other users of the Services or third parties (collectively, "User Contributions"). Your User Contributions are posted on and transmitted to others at your own risk. Please be aware that no security measures are perfect or impenetrable. Additionally, we cannot control the actions of other users of the Services with whom you may share your User Contributions. Therefore, we cannot and do not guarantee that your

User Contributions will not be viewed by unauthorized persons.

Payment Information: All payments are processed by third-party payment processors, and all payment information that you provide is provided directly to such third parties. However, we may receive information, such as payment confirmation or receipts, from other third parties processing your payment.

## How We Use the Information You Provide

We will not sell or trade your personal information. We will not transfer your personal information unless we give you advance written notice or need to comply with our legal obligations, resolve disputes, and/or enforce our agreements.

Depending on how you interact with us, we use your personal information to:

- Process and fulfill an order, download, subscription, or other transaction;
- Respond to your requests, inquiries, comments, and concerns;
- Send marketing emails; remarketing emails and future advertisements.
- Inform you of and administer promotions, contests, sweepstakes, or surveys;
- Help us address problems with and improve our Website, products, and Services;
- Estimate our audience size and usage patterns, and improve performance and speed of the Services;
- Protect the security and integrity of our Website; and
- Contact you for other business reasons, if necessary.

## Use of Cookies

“Cookies” are small text files that are placed on a computer or other device and used to identify the user or device and to collect information when you visit a website.

We use absolutely necessary cookies, which allow you to move around our website and use its features. We also use performance cookies for future advertising goals and data insights about our customer's online behavior regarding our site and products. We use Kartra, Google Analytics, Facebook Pixels, Flodesk, Tiktok Pixels, Pinterest Pixels, Facebook Tags, and have the rights to use The Google Marketing Suite in the future if we deem it beneficial for our milkodesign.com or any of our products or services.

You can disable cookies through your web browser's settings, but disabling this function may diminish your experience on our website as some features may not work as intended.

## “Do Not Track” (DNT) Signals

Some browsers transmit Do Not Track (DNT) signals to websites.

Due to the lack of a common interpretation of DNT signals throughout the industry, we do not currently alter, change, or respond to DNT requests or signals from these browsers.

## How the Information is Shared and Stored

Depending on how you interact with us, we share information with our third-party service providers, agents and representatives, including, but not limited to, Kartra, Manychat, Shopify, Showit, Wordpress, GoDaddy, PayPal, Mailchimp, Google Analytics, Facebook, Instagram, Pinterest, Facebook Ad Manager, Tiktok, Pinterest, Flodesk, and other software service providers. In order to process the information as necessary to complete a transaction, fulfill your request, or otherwise on our behalf based on our instructions and in compliance with this Privacy Policy and any other appropriate confidentiality and security measures.

## Our current third-party service providers include:

- Squarespace - Website Design
- Showit - Website Design
- Stripe - Payment processing
- Godaddy – Domain Hosting
- Manychat – Facebook Messenger Marketing
- Flodesk – Email Marketing
- Facebook – Social Media and Community Engagement
- Instagram - Social Media and Community Engagement
- Tiktok - Social Media and Community Engagement

Pinterest – Advertising and Marketing  
Kartra – Data Tracking, Email, and Customer Relationship Management  
Google Marketing Suite – Data Analyzation and Marketing Tools  
Tripple Whale - Advertising Attribution Tool

## Information Retention

We retain your personal information for as long as necessary to fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, maintaining business and financial records, resolving disputes, maintaining security, detecting and preventing fraud and abuse, and enforcing our agreements, or until such time as you let us know you would like for us to delete it or unsubscribe from our marketing contacts.

## Disclosure of Information:

**User Disclosure:** Certain information that you provide through the Services may be available to others who use the Services, including your name, profile, phone number, status or User Contributions. Other users that you communicate with may store or re-share your information with others.

**Aggregated Data:** We may disclose aggregated information (statistical data that does not identify any individual) about our users without restriction.

**Company Disclosure:** We may disclose personal information that we collect or you provide:

To buyers or other successors in the event of a merger, divestiture, restructuring, reorganization, dissolution or other sale or transfer of some or all of Company's assets, in which personal information held by the Company about our Services users is among the assets transferred.

To subsidiaries, affiliates, 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.

If we reasonably believe disclosure is necessary or appropriate to enforce our Terms of Use, protect the rights, property, or safety of the Company, our customers or others. This includes exchanging information with other companies and organizations for the purposes of fraud protection, credit risk reduction, billing and collection purposes.

To comply with any court order, law or legal process, including to respond to any government or regulatory request.

To fulfill the purpose for which you provide it, or any other purpose disclosed by use with you provide the information.

For any other purpose with your consent.

## Information Protection and Security

Our website uses commercially acceptable security measures to prevent your personal information from being lost, used or accessed in an unauthorized way. We use a Secure Sockets Layer (SSL) certificate and never transmit your credit card information via email. If you receive an email from us that appears to be a request for personal information, do not respond because it may be a phishing scam designed to steal your personal information.

Unfortunately, the transmission of information via the internet can never be completely secure. Although we do our best to protect your personal information, we cannot guarantee that your personal information will always be secure. 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 Services. Should there be a data breach, we will immediately notify you when we are legally required to do so.

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 Services, 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 providing information in public areas of the Services like messaging threads. The information you share in public areas may be viewed by any user of the Services.

## Use and Transfer of Your Information Out of the European Economic Area (EEA)

This website is operated in the Australia and the third parties with whom we might share your personal information (as explained above) are also located in the United States or other countries located outside the European Economic Area.

If you are located outside of Australia, please be aware that any information you provide will be transferred to Australia. By using this website, participating in any of its services and/or providing your information, you consent to this transfer.

## Your Rights to Control Your Information

You can unsubscribe from our e-newsletters or updates at any time through the unsubscribe links found in the communications you receive from us.

If you are covered by the General Data Protection Regulation (GDPR), you may have rights under European and other laws to have access to your personal information and to ask us to rectify, erase and restrict the use of your personal information. You may also have the rights to object to your personal information being used, to ask for the transfer of personal information you have made available to us, and to withdraw consent to the use of your personal information. Further information on how to exercise your rights is set out below.

We will honor your rights under applicable data protection laws. You have the following rights under European laws, and may have similar rights under the laws of other countries:

Right of access: to make a written request for access to and a copy of your personal information

Right to rectification: to have your inaccurate personal information corrected or removed

Right to erasure ('right to be forgotten'): to have your personal information erased

Right to restriction of processing: to limit the purposes that your personal information may be used for

Right to object: to object to the processing of your personal information in cases where our processing is based on direct marketing, processing for scientific/historical research and statistics, legitimate interest processing, and processing in regards to the performance of a public interest or official authority task

Right to data portability: to have your personal information transferred to you or a third party in a machine-readable format

Right to withdraw consent: to withdraw your consent that we handle your personal information at any time. The withdrawal of your consent shall not affect the lawfulness of processing based on your consent before its withdrawal.

If you'd like to exercise any of these rights, please reach out to our dedicated support team via email.

These rights are not absolute and they do not always apply in all cases.

## Filing a Complaint

If you are covered by the GDPR, and you are not content with how we manage your personal information, you may lodge a complaint with a supervisory authority, in the European Union (or European Economic Area) state where you are a resident, work, or where the alleged infringement of data protection laws took place.

## Contact Us

If you would like to "opt out," exercise your rights under the GDPR, or have any questions, comments, complaints, or suggestions in relation to data protection or this Privacy Policy, or any other concerns about the way in which we process information about you or you wish to change your personal information in our records, please contact us by email: [info@milkodeign.com](mailto:info@milkodeign.com)

## *Privacy Policy*