

PRIVACY POLICY

Christina Montsma Consulting and Research LLC ("we", "us", or "our") is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, maintain, and disclose information collected from users (each, a "User") of our website www.christinamontsma.com ("Site") and any product or service made available through it.

Information We Collect

We may collect personal identification information ("PII") from Users in various ways, including, but not limited to, when Users visit our site, schedule an appointment through Calendly, fill out a form through Zoho, attend a recorded consultation through Google Meet, leave a review on Trustpilot and in connection with other activities, services, features, or resources we make available. Users may be asked for, as appropriate, name, preferred pronouns, email address, date of birth, time of birth, place of birth (city, state, country), and any specific comments or requests for their consultation. Users can always refuse to supply PII that is considered non-essential to render services (ex: preferred pronoun, comments, etc.)

How We Use Collected Information

Christina Montsma Consulting and Research LLC may collect and use Users' PII for the following purposes:

To improve customer service: Information you provide helps us respond to your customer service requests and support needs more efficiently.

To personalize user experience: We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To send periodic emails: We may use the email address to send User information and updates pertaining to their order or our services. It may also be used to respond to their inquiries, questions, and/or other requests.

To create personalized charts, reports or consultations: Services are based on the information our Users provide. As such, PII may be used to offer future services of a similar nature.

How We Protect Your Information

We adopt appropriate data collection, storage, and processing practices and security measures to protect against unauthorized access, alteration, disclosure, or destruction of your personal information, username, password, transaction information, and data stored on our Site.

Data Retention

Christina Montsma Consulting and Research LLC retains personal information only for as long as necessary to fulfill the purposes for which it was collected. This includes the need to satisfy any legal, accounting, or reporting requirements.

We retain the data we collect for different periods of time depending on what it is and how we use it. Any client notes or documents from consultations are retained for up to 7 years through Google Drive. Consultation appointment information and recordings are retained for up to 2 years through Google Calendar and Google Drive. Minimal anonymized data (birth date/place/time) may be retained through SolarFire, AstroGold or similar astrological software for the purposes of research that benefits the public interest, unless the User requests the deletion of this data.

To determine the appropriate retention period for personal data, we consider several factors. These include the volume, nature, and sensitivity of the personal data; the potential risk of harm from unauthorized use or disclosure of your personal data; the purposes for which we process your personal data and whether these purposes can be achieved through other means; and the applicable legal requirements.

Establishing a clear retention policy is crucial, reflecting both the nature of the data we collect and the legal obligations we must meet. This process involves considering the laws and regulations that apply to our industry and the jurisdictions in which we operate, including the GDPR for our clients in the UK and the EU, and the CPRA and similar data privacy acts for our clients in California and other US states with these laws.

It's important to note that the specifics of our data retention policy are grounded in a detailed assessment of our data processing activities and legal obligations.

Your Rights

If you are a resident of the UK or the EU, or a resident of the state of California or other US states with similar data policy acts, you have the right to access the PII we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Changes to This Privacy Policy

Christina Montsma Consulting and Research LLC has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

Contacting Us

If you have any questions about this Privacy Policy, the practices of this site, or your dealings with this site, please contact us at:

Christina Montsma Consulting and Research LLC
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<https://www.christinamontsma.com>

This document was last updated on 12 May 2024.