



## PRIVACY POLICY

Last Updated: 28-May-2025

Effective Date: 28-May-2025

### 1. Introduction

This Privacy Policy explains how The Crowned Oak ("we", "our", or "us"), based in Ontario, Canada, collects, uses, and protects your personal information when you visit or interact with our website at <https://thecrownedoak.com> (the "Service").

By using the Service, you agree to the terms of this Privacy Policy. If you do not agree, please do not use the Service.

### 2. Information We Collect

We collect the following personal information when you contact us through our website:

- Your name
- Your email address
- The message or inquiry you choose to submit

This information is collected through Forms-Free, a third-party form service that enables us to securely receive your data.

### 3. How We Use Your Information

We use the personal information you provide to:

- Respond to your questions or inquiries
- Offer support and communicate with you
- Help you begin using our services or explore how we can work together

We will not use your data for marketing purposes without your explicit consent.

### 4. Sharing of Your Information

We do not sell or rent your personal information. We only share your data with third parties:

- If required by law or legal process
- To protect our rights or investigate suspected fraud
- With your explicit consent

Our website uses Forms-Free to collect form submissions. This third-party service acts as a secure processor of the information you provide.

## 5. Data Retention

We retain your personal information only as long as necessary to fulfill the purposes described in this Privacy Policy, or as legally required. Once the data is no longer needed, it will be securely deleted.

## 6. Cookies and Tracking Technologies

We do not use cookies or any tracking technologies on our website. Your browsing activity is not monitored, stored, or analyzed in any way outside of the direct information you submit through the contact form.

## 7. Your Rights

You have rights under applicable data protection laws, which may include:

- The right to access or correct your personal data
- The right to request deletion
- The right to restrict or object to processing

- The right to withdraw consent at any time

To exercise these rights, contact us at: [contact@thecrowndoak.com](mailto:contact@thecrowndoak.com)

## 8. Data Security

We implement appropriate measures to protect your information from unauthorized access, alteration, or loss. However, no online platform can be guaranteed 100% secure, so please use discretion when submitting sensitive data.

## 9. Contact

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please reach out to us at: [contact@thecrowndoak.com](mailto:contact@thecrowndoak.com)

## 10. Future Updates

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal obligations. When updates are made, we will revise the "Last Updated" date above. We encourage you to review this policy periodically.

## 11. International Users

If you are accessing this site from outside Canada, be aware that your information may be transferred to and processed in Canada. By using the Service, you consent to this transfer in accordance with this Privacy Policy.

## 12. Children's Privacy

Our website is not directed to individuals under the age of 13. We do not knowingly collect personal information from children. If you believe we have received data from someone under 13, please contact us so we can delete it.