

PRIVACY POLICY

Last updated: 7 July 2025

This Privacy Policy (“Policy”) explains how **Besolid** (“Company,” “we,” “our,” or “us”) collects, uses, discloses, and safeguards your information when you visit our websites, interact with Telegram-based services, purchase or participate in our educational programs, or engage with our official accounts on third-party platforms such as YouTube, Instagram, and others (collectively, the “Services”).

By accessing or using the Services, you acknowledge that you have read and understood this Policy. If you do not agree, please discontinue use.

1. Information We Collect

Category	Examples	Source	Purpose
Account & Contact Data	Telegram user ID, username, phone (if shared), purchase details, support chats	Telegram bot, payment provider	• Provide access to content • Customer support • Accounting
Payment Data	Last four digits of card/wallet, transaction ID, billing country (no full card PAN stored)	Stripe, PayPal, local MoR	• Process payments & refunds • Fraud prevention
Program Interaction Data	Progress logs, session attendance, Q&A messages, feedback forms	Private Telegram groups, Zoom, internal LMS	• Deliver & improve Programs • Analytics
Device & Usage Data	IP address, browser type, language, referrer, cookie identifiers (on besolid.com)	Cookies, server logs	• Site security & performance • Optional analytics (§ 7)
Social-Media Data	Public comments, likes, mentions	YouTube, Instagram	• Community engagement
Sensitive Data	<i>Not intentionally collected.</i> You may voluntarily share health or business		

Category	Examples	Source	Purpose
	details during coaching; see § 3		

2. Legal Bases for Processing (GDPR / UK GDPR)

We process personal data under one or more of the following bases:

1. **Contract** – to fulfil our obligations under the Terms of Service (e.g., grant access after payment).
2. **Legitimate Interest** – to secure and improve the Services, respond to enquiries, prevent fraud.
3. **Consent** – for optional marketing messages or analytics cookies; you may withdraw consent at any time.
4. **Legal Obligation** – to comply with tax, accounting, and consumer-protection laws.

3. How We Use Information

- Provide, operate, and maintain the Services.
- Process transactions, manage subscriptions, and handle refunds.
- Send transactional messages (receipts, access links, content updates).
- Respond to comments and questions.
- Improve Program quality through aggregated analytics and feedback.
- Enforce our Terms of Service and protect the security or integrity of the Services.

No Medical or Legal Records: We do not create medical files or attorney–client records. Any personal stories shared in group sessions remain in chat history; share only what you are comfortable disclosing.

4. Disclosure of Information

Recipient	Purpose
Payment processors (Stripe, PayPal, local MoR)	Transaction processing, fraud detection
Cloud infrastructure providers (AWS, GCP)	Hosting encrypted backups and databases
Communications platforms (Telegram, Zoom)	Group sessions and customer support
Analytics tools (Plausible)	Optional, pseudonymous site analytics (opt-in)
Legal authorities	Only when required by law or valid legal

Recipient

Purpose
request

We **do not sell or rent** your personal data.

5. International Data Transfers

Our own servers and those of our cloud or communications providers may be located in multiple countries, including the United States, EEA member states, Singapore, and other jurisdictions. Telegram’s infrastructure relies on distributed data centres worldwide; the physical storage location is defined by the service architecture. By using the Services, you consent to such cross-border transfer and processing of your data. Where required, we rely on Standard Contractual Clauses (SCC) or other recognised mechanisms to ensure an adequate level of data protection.

6. Retention

We retain personal data only as long as necessary for the purposes described in this Policy (typically up to six years for tax audits) or as required by law. Chat logs in private Telegram groups are kept while the group exists; you may delete your own messages at any time.

7. Cookies & Similar Technologies

besolid.com uses: - **Essential cookies** – security, sessions; cannot be disabled. - **Plausible Analytics** – cookie-free, aggregated analytics; enabled only with consent.

Do Not Track (DNT) signals. Our site currently does not respond to DNT browser signals, but you can always disable analytics via the consent banner.

8. Your Rights

Depending on your jurisdiction (GDPR / UK GDPR, CPRA/CCPA, LGPD, etc.), you may have the right to:

- Access, correct, or delete personal data.
- Receive a portable copy in machine-readable format.
- Object to or restrict processing.
- Opt out of the “**sale**” or “**sharing**” of data (we do not engage in either, but honour requests).

- **Limit the use of “sensitive” personal data** (CPRA § 1798.121).
- **Not be discriminated against** for exercising any privacy right (CPRA § 1798.125).
- Lodge a complaint with a supervisory authority.

To exercise your rights, contact us via Telegram **@av1738** with the subject “Privacy Request.” We may need to verify your identity before fulfilling the request.

9. Children’s Privacy (COPPA)

The Services are not directed to children under 13. We do not knowingly collect personal data from children. If we learn that we have collected such data, we will delete it promptly.

10. Data Security

We apply industry-standard safeguards: TLS encryption in transit, encrypted storage at rest, principle of least privilege, and periodic security audits. No Internet transmission is 100 % secure; you use the Services at your own risk.

11. Third-Party Links & Content

Our pages may include links to third-party content (e.g., YouTube videos, Instagram posts). These platforms operate independently with their own privacy policies. We are not responsible for their practices.

12. Changes to This Policy

We may update this Policy from time to time. We will post the new version on the website and notify you via Telegram or within the group at least **30 days** before material changes take effect.

13. Contact Us

Besolid — mailing address available upon request
Telegram (preferred): **@av1738**
