



**Effective Date:** January 1, 2024

## 1. Introduction

Welcome to FAAZ Consulting LLC (“FAAZ Consulting,” “we,” “us,” or “our”). We are committed to protecting your privacy and ensuring the security of any personal information you submit through our “Contact Us” form. This Privacy Policy explains how we collect, use, and disclose the information you provide, as well as your rights regarding that information.

## 2. Information We Collect

When you use our “Contact Us” form, we may collect:

- **Personal Details:** Such as your name, email address, phone number, and the content of your message.
- **Other Information You Provide:** Any additional information you voluntarily share (e.g., attachments, company details, project scope).

## 3. How We Use Your Information

We use the information we collect for the following purposes:

- **Responding to Your Inquiries:** To address your questions or provide requested information.
- **Improving Our Services:** To better understand the needs of our clients and enhance our consulting offerings.
- **Communications & Marketing:**
  - **Email:** To send you relevant updates, newsletters, or follow-up information related to your inquiry, if you have opted in or where we have a legitimate interest.
  - **SMS/MMS (Text Messages):** If you provide your phone number and consent to receive text messages, we may use it to send updates, appointment reminders, or marketing materials in compliance with TCR (The Campaign Registry) guidelines and other applicable laws. Standard messaging rates may apply.

## 4. TCR Compliance (If You Opt In for Text Messages)



If you choose to provide your phone number and opt in to receive text messages, the following applies:

- **Consent:** By providing your phone number, you warrant that you are the authorized user of the number and that you consent to receive text messages from FAAZ Consulting.
- **Message Frequency:** The frequency of messages may vary depending on your inquiry, ongoing communications, or marketing campaigns.
- **Opt-Out:** You can opt out of receiving text messages at any time by replying with “STOP” to any text message you receive from us.
- **Help:** If you need help, reply with “HELP,” or contact us using the details in Section 12.
- **Msg & Data Rates:** Standard message and data rates may apply based on your mobile carrier plan.

## 5. Legal Basis for Processing

We generally process your personal information based on:

- **Legitimate Interests:** Our business interest in providing consulting services, responding to inquiries, and improving our offerings.
- **Consent:** Where required (e.g., for sending marketing messages, including SMS), we will seek your explicit consent. You may withdraw your consent at any time by contacting us (see Section 12).

## 6. Data Sharing and Disclosure

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

- **Service Providers:** Trusted third-party vendors who assist us with hosting, data analysis, email, or SMS delivery (e.g., SMS gateway providers). These providers are only permitted to process your data in accordance with our instructions and for legitimate business purposes.
- **Legal Compliance:** Government authorities or legal advisors if required by law or if disclosure is necessary to protect our legal rights.

## 7. International Data Transfers



If you are located outside our primary operating country, your information may be transferred to and stored on servers located in other countries. By using our “Contact Us” form and providing your information, you consent to these international data transfers in accordance with applicable law.

## **8. Data Retention**

We retain personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy or as required by applicable laws or regulations. When no longer needed, data is securely destroyed or anonymized.

## **9. Security**

We implement appropriate technical and organizational measures to protect the personal information we collect. However, no method of data transmission or storage is fully secure; therefore, we cannot guarantee absolute security.

## **10. Your Rights**

Depending on your jurisdiction, you may have the right to:

- **Access** your personal information and obtain a copy.
- **Request Correction** of inaccurate data.
- **Request Deletion** of your personal information in certain circumstances.
- **Object** to or **Restrict** certain processing activities.
- **Withdraw Consent** if processing is based on consent.

To exercise any of these rights, please contact us using the information in Section 12.

## **11. Children’s Privacy**

Our website and services are not directed at children under 13 (or other applicable age of consent). We do not knowingly collect personal information from children. If you believe a child has submitted personal information, please contact us so we can delete it promptly.

## **12. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or for other legal or regulatory reasons. The latest version will be posted with an updated “Effective Date.” We encourage you to review it periodically.

## **13. Contact Us**



If you have any questions about this Privacy Policy, our data practices, or you wish to exercise your rights, please contact us at:

**FAAZ Consulting LLC**

Attn: Privacy Office

1765 Greensboro Station Pl Suite 900

McLean VA 22102

301-360-4365

[info@faazconsulting.com](mailto:info@faazconsulting.com)