

Privacy Policy for STEP UP Certification

Effective Date: 26.06.2025 V1

Welcome to STEP UP Certification. Your privacy is important to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website www.stepupcertification.com

1. Information We Collect

We may collect the following types of information:

- **Personal Information:** Name, surname, email address, phone number, company name, and other details you voluntarily provide when messaging us, using the chat feature, or booking services.
- **Account Information:** If you register for services or accounts, login credentials and related information.
- **Usage Data:** Information about your interactions with our website, such as pages visited, time spent, and navigation patterns.
- **Cookies and Tracking Technologies:** To enhance user experience and analyze website traffic.

2. How We Use Your Information

The information you provide through our website's messaging, chat, or online booking sections, including name, surname, email, phone number, and other details, will be used solely for the purpose of service provision, communication, and processing your requests or bookings.

Additionally, we use your data to:

- Provide, operate, and improve our services.
- Verify your identity and contact details.
- Respond to inquiries and provide customer support.
- Send updates, notifications, or promotional content (if opted-in).
- Comply with legal obligations.

3. Sharing Your Information

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

- Service providers who assist in website operation or data processing.
- Authorities or legal entities if required by law.
- Business transfers, in case of mergers or acquisitions.
- Certification or other service providers related to services provided or quoted to you.

4. Data Security

We implement appropriate security measures to protect your information from unauthorized access, alteration, disclosure, or destruction.

5. Your Rights and Choices

You have the right to:

- Access, update, or delete your personal information.
- Opt-out of receiving promotional communications.
- Request data portability or restriction of processing.

Please contact us at info@stepupcertification.com to exercise these rights.

6. Cookies and Tracking Technologies

Our website uses cookies to enhance user experience. You can adjust your browser settings to refuse cookies or alert you when cookies are sent.

7. Changes to This Privacy Policy

We may update this policy periodically. Changes will be posted on this page with a revised effective date.

8. Contact Us

If you have any questions or concerns regarding this Privacy Policy, please contact us at: info@stepupcertification.com