

Privacy Policy

IV League

Applies to: IV League Mentorship, IV League 3, and crystalacademytrades.com

1. Introduction

IV League ("we," "us," or "our") respects your privacy. This Privacy Policy explains what information we collect, how we use it, and the choices you have. It applies to our website, our email communications, and our programs, including the **IV League Mentorship** and **IV League 3**.

By using our website or enrolling in a Program, you agree to the practices described in this Policy.

2. Information We Collect

We collect information you give us directly and information collected automatically.

Information you provide:

- Name, email address, and contact details when you join our waitlist, subscribe, or enroll.
- Account and profile details you create within our community platform.
- Content you post in community channels, live sessions, chats, and study sessions.
- Communications you send to us (support requests, replies, survey responses, testimonials).

Information collected automatically:

- Device and browser information, IP address, and general location.
- Usage data such as pages visited, emails opened, links clicked, and session activity.
- Cookies and similar technologies used to operate the site and measure engagement.

Payment information:

- Payments are processed by third-party payment providers. We do not store your full card number. We retain records of the transaction, such as confirmation, date, amount, and your acceptance of our terms at checkout.

3. How We Use Your Information

We use your information to:

- Provide, operate, and deliver the Program you enrolled in.
- Create and manage your account and community access.
- Send transactional messages, program updates, and (where permitted) marketing emails.
- Respond to your questions and support requests.
- Maintain records of purchases and acceptance of our terms, including for the purpose of resolving billing disputes and chargebacks.
- Improve our content, website, and services.

- Comply with legal obligations and enforce our terms.

4. How We Share Your Information

We do not sell your personal information. We share it only as needed to run our business:

- **Service providers** who help us operate, such as email/marketing platforms, community platforms, video hosting, analytics, and payment processors.
- **Legal and safety** disclosures where required by law, to enforce our agreements, or to protect our rights, users, or the public.
- **Business transfers** in connection with a merger, acquisition, or sale of assets.

Service providers are permitted to use your information only to perform services for us.

5. Cookies and Tracking

We use cookies and similar technologies to keep the site working, remember preferences, and measure engagement with our website and emails (including open and click tracking). Most browsers let you control or disable cookies. Disabling some cookies may affect how the site functions.

6. Data Retention

We keep your information for as long as your account is active and as long as needed to provide the Program, comply with our legal obligations, resolve disputes, defend against or respond to chargebacks, and enforce our agreements. Transaction and acceptance records may be retained after your account closes for these purposes.

7. Your Choices and Rights

- **Email preferences:** You can unsubscribe from marketing emails at any time using the link in any email. We may still send you essential transactional or account messages.
- **Access and updates:** You may request access to, correction of, or deletion of your personal information, subject to records we are legally entitled or required to keep.
- **Regional rights:** Depending on where you live, you may have additional rights under laws such as the GDPR or CCPA/CPRA. To exercise any right, contact us using the details below.

We will respond to verified requests as required by applicable law.

8. Data Security

We use reasonable administrative and technical measures to protect your information. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

9. Children's Privacy

Our Programs and website are intended for adults. We do not knowingly collect personal information from anyone under 18. If you believe a minor has provided us information, contact us and we will take appropriate steps to remove it.

10. International Users

We operate from the jurisdiction in which IV League is based. If you access our services from elsewhere, you understand your information may be processed in that jurisdiction, which may have different data protection laws than your own.

11. Changes to This Policy

We may update this Policy from time to time. The current version is the one posted on our website. Continued use of our services after changes take effect constitutes acceptance of the updated Policy.

12. Contact

IV League

Email: Support@crystalacademytrades.com

If you have questions or requests about this Privacy Policy, please reach out and we will respond.