

NamNR Privacy Notice

Last Updated: 21 Jan 2025

This privacy notice explains how NamNR collect, use, and protect your personal information when you visit our website www.namnrpro.org and use our services.

Please read the following carefully to understand how we will collect, use, and store your personal information. It also describes your choices regarding the use, access, and correction of your personal information.

Quick overview

- **Who we are:** NamNR Pro Upadhyay based in Switzerland.
- **What we collect:** your contact details, information relevant to your interactions with us, technical and usage data.
- **Why we collect it:** to provide our services, communicate with you, and comply with the law.
- **Your rights:** you can access, correct, delete, or control how we use your personal information. Contact us if you would like to exercise any of them.
- **Cookies:** we use cookies, including third-party tools for analytics and advertisement. You can disable them in your browser or on our website.

Who we are

NamNR Pro Upadhyay (*NamNR, we, us*) is a sole proprietorship registered in Switzerland. We administer our website located at www.namnrpro.org and provide related services. We are responsible for the processing of your personal information described in this privacy notice.

If you have questions about this notice or our processing of your information, contact us:

- email: contactus@namnrpro.org
- postal address: Rue du Lac, Yverdon les bains, 1400, Switzerland.

If we do not satisfactorily answer your questions or concerns, you can contact relevant data protection authorities: the Federal Data Protection and Information Commissioner (FDPIC) or your local data protection authority. For the FDPIC, please refer to www.edoeb.admin.ch/edoeb/en/home/deredoeb/kontakt.html.

Changing our privacy notice

We may update this privacy notice from time to time to reflect, for example, changes to our data processing practices or for other operational, legal, or regulatory reasons. Changes will be posted here with a new 'Last Updated' date. Please review this notice regularly to stay informed.

We do not have to receive your acceptance of this privacy notice or changes to it, but if we need to receive your consent before using your personal information, we will explain the purpose of such use and invite you to agree to or refuse it. You can withdraw your consent at any time by contacting us.

Information we collect

The types of personal information we collect about you depend on your interactions with us.

Information You Provide to Us

We collect personal information that you provide to us. For example, we may collect personal information when you contact us, request that we send you newsletters, alerts, or other materials, fill out a form, respond to a survey, register for a webinar or event, comment on a blog, or otherwise communicate with us.

Depending on the context of your interactions with us, the categories of personal information we may collect from you include:

- Contact information: your name, email address, phone number, and other contact details.
- Demographic information: age, gender, location, occupation, and educational background.
- Payment information: credit card information, billing address, and other payment and financial information necessary to process transactions.
- Account information: username, password, and preferences associated with your account on our website.
- Course participation data: information related to your enrolment, progress, and feedback on courses, webinars, or events.
- Communications: any messages, feedback, or comments you send us.

Information We May Collect Automatically or Generate

We may automatically collect and generate information from and about you when you interact with us or our website, which may include the following categories of personal information:

- **Technical information:** this information includes the Internet protocol (IP) address used to connect your computer to the Internet, browser type and version, time zone setting, browser plug-in types and versions, operating system, the full Uniform Resource Locators (URL), clickstream to, through and from our website (including date and time), page response times, download errors, length of visits.
- **Cookies:** we and our service providers or third parties engaged on our behalf may use cookies and similar tracking technologies to collect information from and store information on your device when you use, access, or otherwise interact with our

website. For detailed information on the cookies that we use and the purposes for which we use them, please check the last section of this notice.

Information We Collect From Other Sources

We may obtain personal information from other sources, such as our service providers or business partners, or from business contact databases. We may also receive information about you from social media platforms, such as when you interact with us on those platforms or access our social media content. We may collect information about you from publicly available sources, such as public social media profiles, publications, and other websites or materials available through search engines.

We may collect the following categories of information from these other sources:

- **Unique identifiers:** such as name, telephone number, postal or e-mail address, social media identifiers, and device and mobile advertising identifiers.
- **Professional and educational information:** such as professional licenses held, employers, business contact information, or information about your education, such as institutions attended, professional memberships, qualifications, and certifications.
- **Other information** you post or make available online, such as your social media posts or publications.

Information we do NOT collect

Children. Our services are not intended for individuals under the legal age as defined by applicable laws and regulations. Parents or legal guardians are encouraged to supervise their children's online activities and to ensure they do not provide their personal information without parental consent. If we learn that we have collected personal information from individuals under the relevant legal age without proper consent, we will take steps to delete such information.

Sensitive information. Such personal information as ethnicity, religious and political opinions, and information relating to your health or sexual life has a higher degree of legal protection. Such information is known as sensitive information or personal information of special categories. We do not generally seek to process such personal information, but if we strictly need to, we will do so in accordance with applicable legal requirements and ask for your consent if required.

Our use of your information

We process your personal information for specific reasons (purposes). Also, we may need to have specific grounds (also known as legal bases) to process your personal information.

We may process your personal information for one or more of the following purposes:

- Providing our services: to process your course registrations, manage your account, and deliver the educational content you've requested.
- Communication: to respond to your queries, send updates, newsletters, and materials you've asked for.
- Payments: to handle payments for courses and other services, including billing.
- Improving our services: to analyse your interactions and improve our website, courses, and user experience.
- Personalising your experience: to tailor content and services based on your preferences and learning progress.
- Marketing: to send you information about our courses and services we think may interest you (with your consent, where required).
- Legal compliance: to meet legal requirements, such as record-keeping and responding to legal requests.
- Security: to ensure the security of our website and services and prevent fraud.
- Other purposes upon your consent: we may seek your consent for specific purposes. When we do so, we will explain the particular purpose in the relevant consent request.

We may use your personal information for other purposes that are consistent with the reasons we collected it and as permitted by law. This may include, for example, responding to legal obligations, protecting our rights or property, or any other use that is compatible with the original purpose of collection.

Certain data protection laws require businesses to have legal grounds for processing personal information. Where applicable law requires us to justify our processing activities, we rely on the following legal grounds:

- **Performance of a contract:** we may need to collect and use your personal information to enter into a contract you or to perform a contract that you have with us.
- **Your consent:** where required to obtain your consent, we will do so. For example, certain laws require us to obtain your consent for direct marketing and to collect information from your device or computer. To withdraw your consent, you can contact us at any time.
- **Legitimate interests:** we may use your personal information for our legitimate interests to improve our products and services. Consistent with our legitimate interests and any choices that we offer or consents that may be required under

applicable laws, we may use technical information and personal information for our marketing purposes.

- **Legal obligation:** we may process personal information as necessary to comply with our legal obligations.

Where we need to collect personal information by law or in order to process your instructions or perform a contract we have with you, and you fail to provide that data when requested, we may not be able to carry out your instructions or perform the contract we have or are trying to enter into with you. In this case, we may have to cancel our engagement or contract you have with us, but we will notify you if this is the case at the time.

Sharing and disclosure of personal information

In some cases, we may share your personal information with third parties to help us deliver efficient and quality services and products. These recipients are bound to safeguard the personal information we disclose to them. We may engage with several or all of the following categories of recipients:

- Third parties that support us as we provide our services and products (e.g. providers of telecommunication systems, IT system support, hosting services, and cloud-based software services).
- Marketing, analytics, and customer relations service providers.
- Payment service providers.
- Our professional advisers, including lawyers, auditors, and insurers.
- Law enforcement or other government and regulatory agencies or other third parties as required by, and in accordance with, applicable law or regulations.
- A potential buyer, transferee, merger partner or seller and their advisers in connection with an actual or potential transfer, merger, or acquisition of part or all of our business or assets.
- Others with your consent or at your direction, including if we notify you that your information may be shared, and you provide such information, or if you use our services to interact with a third party.

We may share anonymous, de-identified, or aggregate information that cannot reasonably identify you with others for any purpose, as permitted by applicable law.

International transfers

We may store the information we collect in the United States, or in other countries where our service providers have facilities. We may transfer information to countries outside of your country of residence, including the United States, which may have data protection laws and regulations that differ from those in your country.

Any transfers of information originating from within the European Economic Area, the United Kingdom, and Switzerland to countries outside the EEA, UK, or Switzerland will normally be

made on the basis of the model clauses approved by the European Commission for transfers from EU controllers to non-EU controllers, which may be found at the Commission's website (see www.commission.europa.eu/law/law-topic/data-protection/international-dimension-data-protection/standard-contractual-clauses-scc_en).

How long do we store personal information?

We retain personal information to provide our services, offer proposals, stay in contact with you and to comply with applicable laws, regulations, and legal obligations to which we are subject. We store personal information for so long as the personal information is needed for the purposes for which it was collected or in line with legal and regulatory requirements or contractual arrangements. We will dispose of personal information when we no longer need it.

Security of personal information

We implement appropriate security measures to prevent unauthorised access, misuse, modification, or loss of personal information. These measures vary and include data encryption, access control, and pseudonymisation.

Please be aware that the transmission of information via the internet is not completely secure. Whilst we do our best to try to protect the security of your personal information, we cannot ensure or guarantee the security of your information transmitted to our website or otherwise via the internet. We also encourage you to take steps to protect your information, such as using strong passwords and keeping devices secure.

Your rights and choices

Under data protection laws, you may have specific rights in relation to our processing of your information, such as the right to access, rectify, object to, or complain about the processing and request data erasure or blockage.

Data subject rights may be subject to exemptions and limitations under applicable data protection laws. The exercise of such rights generally requires that you clearly prove your identity (e.g. with a copy of an ID, if your identity cannot otherwise be clearly verified). We may also ask you for sufficient information about your interactions with us so that we can locate your personal information.

Depending on applicable law, you may have certain rights with respect to your personal information, including, for example, the rights to:

- Request access to your personal information that we process.
- Update or correct your personal information if you believe it is incomplete or inaccurate.
- Erase or delete your personal information, subject to certain exceptions under local law.
- Object to our processing of your personal information or otherwise restrict our processing activities.
- Restrict certain transfers of your personal information to third parties.
- Withdraw your consent to processing, where we base our processing of your personal information on consent.
- Not be denied goods or services for exercising your rights under applicable law.
- Complain to your local supervisory authority.

You can exercise your rights by submitting a request to us.

More information about cookies

In some instances, we and our service providers use cookies, web beacons and other technology to automatically collect certain types of information when you visit us online, as well as through emails that we may exchange. The collection of this data allows us to customise your online experience, improve the performance and usability of our online presence, and to measure the effectiveness of our marketing activities. Generally, this data is not considered to be personal information.

We use the following types of cookies:

- Essential cookies: we use these cookies to ensure the website functions properly and you can access its key features. These cookies are placed by us; we also use Google reCAPTCHA (Google) to identify bots to protect the website against malicious spam attacks.
- Functionality cookies: these cookies enable the website to provide enhanced functionality and personalisation. Stripe may place Stripe cookies for payment processing features, and Skool may place cookies to facilitate technical integrations.
- Performance and analytics cookies: to collect data about website traffic and usage, helping us enhance the user experience. We use Google Analytics – these cookies may be placed by us or Google.
- Advertisement cookies: these cookies track your browsing habits to deliver more relevant ads or content. These cookies may be placed by YouTube (Google) for embedding videos and tracking video views.

You can control your choices about the cookies on our website by using our cookie banner. Also, most browsers allow you to refuse to accept cookies and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.

Please note that if you block cookies, you will not be able to use all the features on our website.