

Privacy Policy

Updated as of July 19, 2024

1. Introduction

Welcome to Truth and Lies Investigations, Inc.'s Privacy Policy. Truth and Lies Investigations, Inc. ("we," "our," or "us") values your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website [www.truthandliesinvestigations.com], use our services, interact with us on social media, engage with us through WhatsApp Business, schedule appointments via Calendly, utilize PSToolbox and WebPSToolbox for process services, process payments through PayLegal, check service of process status via Service of Process Status, and communicate via GoTo Connect.

2. Information We Collect

- **Personal Information:** We collect personal information such as your name, email address, phone number, and address when you voluntarily provide it to us. This includes information provided through our website, social media interactions, WhatsApp Business conversations, Calendly appointments, and communication via GoTo Connect.
- **Usage Data:** We automatically collect certain information when you visit our website, such as your IP address, browser type, operating system, referring URLs, access times, and pages viewed. This data helps us analyze trends, administer the site, and improve our services.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Operational Purposes:** To provide, operate, and maintain our investigative and process service operations.
- **Communication:** To communicate with you, respond to your inquiries, provide updates on job statuses, and send marketing communications in compliance with applicable laws.
- **Improvement:** To personalize and improve our services, understand how you use our website and services, and develop new features.
- **Transaction Processing:** To process transactions and manage payments securely through PayLegal, adhering to payment card industry standards.
- **Legal Compliance:** To comply with legal obligations, including responding to lawful requests and legal processes, protecting our rights, property, or safety, and that of our users and others.

4. Data Sharing

We may share your information with third parties in the following ways:

- **Service Providers:** With service providers and subcontractors who assist us in providing our services, such as process servers, background check providers, and IT support, who are bound by contractual obligations to maintain confidentiality and use information only for specified purposes.
- **Platform Partners:** With platforms like Google Analytics/Ads, Facebook, Instagram, LinkedIn, LinkedIn Sales Navigator, WhatsApp Business, and Calendly, for analytics, advertising, and scheduling purposes as governed by their respective privacy policies.
 - **Google Analytics/Ads:** Google's [Privacy Policy](#) governs how they collect and use data.
 - **Facebook and Instagram:** Facebook's [Data Policy](#) governs how they collect and use data.
 - **LinkedIn and LinkedIn Sales Navigator:** LinkedIn's [Privacy Policy](#) governs how they collect and use data.
 - **WhatsApp Business:** WhatsApp's [Privacy Policy](#) governs how they collect and use data.
 - **Calendly:** Calendly's [Privacy Policy](#) governs how they collect and use data.
- **Payment Processing:** With our payment processor, PayLegal, for securely processing payments in accordance with payment card industry standards. PayLegal's [Terms of Service](#) and [Privacy Policy](#) govern how they handle payment data.
- **Service of Process Status:** With Service of Process Status for tracking and managing service of process activities. Service of Process Status's [Privacy Policy](#) governs how they collect and use data.
- **Legal Requirements:** As required by law or to protect our rights, property, or safety, and that of our users and others.

5. Security of Your Information

We employ industry-standard security measures to protect your personal information from unauthorized access, use, alteration, or destruction. However, please be aware that no method of transmission over the Internet or electronic storage is completely secure.

6. Your Data Protection Rights

Depending on your jurisdiction, you may have certain rights regarding your personal data, including the right to access, correct, or delete your data. Please contact us using the details provided below to exercise your rights.

7. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or technological advancements. We will notify you of any material changes by posting the updated policy on our website and, where appropriate, by email.

8. Acceptable Use Policy

By accessing or using our services, you agree to comply with our Acceptable Use Policy. This includes, but is not limited to, refraining from using our services for any unlawful purpose or in a manner that could harm our services or interfere with any other party's use of our services.

9. Dispute Resolution

This Privacy Policy is governed by the laws of the state of Florida, without regard to its conflict of law principles. Any disputes arising from or related to this Privacy Policy or our services will be resolved through binding arbitration in accordance with the rules of the American Arbitration Association. You waive any right to participate in a class-action lawsuit or class-wide arbitration.

10. International Inquiries and Data Protection Compliance

If you are accessing our services from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States where our servers are located and our central database is operated. We will ensure that your data is treated securely and in accordance with this Privacy Policy.

For residents of the European Union (EU) and European Economic Area (EEA), we comply with the General Data Protection Regulation (GDPR). This includes, but is not limited to:

- **Right to Access:** You have the right to request access to the personal data we hold about you.
- **Right to Rectification:** You have the right to request that we correct any inaccuracies in your personal data.
- **Right to Erasure:** You have the right to request that we delete your personal data, subject to certain conditions.
- **Right to Restrict Processing:** You have the right to request that we restrict the processing of your personal data, subject to certain conditions.

- **Right to Data Portability:** You have the right to request that we transfer your personal data to another organization or directly to you, subject to certain conditions.
- **Right to Object:** You have the right to object to the processing of your personal data, subject to certain conditions.

If you wish to exercise any of these rights, please contact us using the contact details provided below. We will respond to your request in accordance with applicable data protection laws.

11. Contact Us

If you have any questions about this Privacy Policy, our data practices, or if you would like to exercise your data protection rights, please contact us:

Truth and Lies Investigations, Inc.
4302 Hollywood Blvd., Ste #254
Hollywood, FL 33021
Email: info@truthandliespi.com
Phone: 877-878-8474