

ENERGYMAX GROUP LLC

02

Privacy Policy

Compliance Documentation · Version 6.0 · 2026

Privacy Policy

Effective Date: March 2026

Last Updated: March 1, 2026

1. Introduction

ENERGYMAX GROUP LLC ("we," "us," or "Company") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our services, or participate as a Brand Partner or customer.

By using our services, you consent to the data practices described in this policy. If you do not agree with this policy, please do not access or use our services.

2. Information We Collect

2.1 Personal Information

We collect personal information that you voluntarily provide to us when you:

- Register as a Brand Partner or customer
- Make a purchase or process a payment
- Contact customer support
- Subscribe to newsletters or marketing communications
- Participate in surveys, contests, or promotions

Personal information may include:

- Full name and date of birth
- Email address and phone number
- Mailing address and shipping address
- Payment information (credit card, bank account details)
- Tax identification number (SSN, EIN, or international equivalent)
- Government-issued ID for verification purposes
- Username and password for account access

2.2 Automatically Collected Information

When you access our website or use our services, we automatically collect certain information, including:

- IP address and device identifiers
- Browser type and operating system
- Pages visited, time spent on pages, and clickstream data
- Referring website addresses

- Geographic location data (country, state, city)
- Cookies and similar tracking technologies (see Cookie Policy)

2.3 Information from Third Parties

We may receive information about you from third-party sources, such as:

- Payment processors and financial institutions
- Identity verification services
- Social media platforms (if you link your account)
- Marketing partners and affiliate networks

3. How We Use Your Information

We use collected information for the following purposes:

3.1 Service Delivery

- Process and fulfill orders for products
- Manage Brand Partner accounts and genealogy
- Calculate and distribute commissions and bonuses
- Provide customer support and respond to inquiries
- Send transactional emails (order confirmations, shipping updates)

3.2 Business Operations

- Verify identity and prevent fraud
- Comply with legal obligations (tax reporting, regulatory compliance)
- Enforce our Terms & Conditions and Policies & Procedures
- Resolve disputes and investigate policy violations
- Maintain accurate financial records

3.3 Marketing & Communication

- Send promotional emails about new products, special offers, and company updates
- Provide personalized product recommendations
- Conduct market research and surveys
- Track referrals and attribute sales to Brand Partners

Opt-Out: You may unsubscribe from marketing emails at any time by clicking the "unsubscribe" link in our emails or updating your preferences in your account settings.

3.4 Analytics & Improvement

- Analyze website traffic and user behavior
- Improve website functionality and user experience
- Test new features and optimize performance

- Monitor and prevent technical issues

4. How We Share Your Information

We do not sell your personal information to third parties. We may share your information in the following circumstances:

4.1 With Service Providers

We share information with trusted third-party vendors who perform services on our behalf, including:

- Payment processors (Stripe, PayPal, etc.)
- Shipping and fulfillment companies
- Email service providers (Mailchimp, SendGrid, etc.)
- Cloud hosting services (AWS, Google Cloud, etc.)
- Customer relationship management (CRM) platforms
- Analytics providers (Google Analytics, etc.)

These service providers are contractually obligated to protect your data and use it only for the specified purposes.

4.2 With Your Upline/Downline (Brand Partners Only)

If you are a Brand Partner, certain information may be shared within your genealogy:

- Your name, rank, and enrollment date may be visible to your upline sponsors
- Sales volume and team statistics (aggregated, not itemized purchases)
- Contact information may be shared to facilitate team communication

We do not share your payment information, social security number, or other sensitive financial data with other Brand Partners.

4.3 For Legal Compliance

We may disclose your information when required by law or to:

- Comply with legal processes (subpoenas, court orders, government requests)
- Enforce our agreements and policies
- Protect the rights, property, or safety of the Company, our users, or the public
- Prevent fraud, security breaches, or illegal activity
- Respond to claims of policy violations

4.4 Business Transfers

In the event of a merger, acquisition, bankruptcy, or sale of assets, your information may be transferred to the acquiring entity. You will be notified via email and/or a prominent notice on our website of any change in ownership or use of your personal information.

5. Data Security

We implement industry-standard security measures to protect your personal information, including:

- **Encryption:** All sensitive data (passwords, payment information) is encrypted using SSL/TLS protocols
- **Secure Servers:** Data is stored on secure servers with restricted access
- **Access Controls:** Only authorized personnel have access to personal information on a need-to-know basis
- **Regular Audits:** We conduct regular security audits and vulnerability assessments
- **PCI Compliance:** Payment processing complies with PCI-DSS standards

Important: While we use reasonable security measures, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security of your information.

6. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law.

Specific Retention Periods:

- **Active Brand Partners:** Data retained for the duration of active status plus 7 years (for tax and legal compliance)
- **Customers:** Purchase history retained for 7 years for warranty and accounting purposes
- **Marketing Data:** Retained until you opt out or request deletion
- **Website Analytics:** Anonymized data retained indefinitely for business insights

7. Your Privacy Rights

Depending on your location, you may have the following rights regarding your personal information:

7.1 Access & Portability

You have the right to request a copy of the personal information we hold about you in a commonly used, machine-readable format.

7.2 Correction

You may update or correct your personal information at any time through your account settings or by contacting us.

7.3 Deletion

You may request deletion of your personal information, subject to certain exceptions (e.g., legal obligations, fraud prevention, legitimate business interests).

7.4 Opt-Out of Marketing

You may opt out of receiving promotional communications by:

- Clicking "unsubscribe" in our emails
- Updating your communication preferences in your account
- Emailing privacy@energymaxgroup.com

7.5 Do Not Track

Our website does not currently respond to "Do Not Track" signals. You may disable cookies through your browser settings, but this may affect website functionality.

7.6 Exercising Your Rights

To exercise any of these rights, please contact us at:

Email: privacy@energymaxgroup.com

Mail: ENERGYMAX GROUP LLC, 8465 W. Sahara Ave, Suite 111, Unit #1327, Las Vegas, NV 89117

We will respond to your request within 30 days. Identity verification may be required.

8. International Data Transfers

ENERGYMAX is based in the United States. If you are located outside the U.S., your information will be transferred to and processed in the United States, which may have different data protection laws than your country.

By using our services, you consent to the transfer of your information to the United States. We use appropriate safeguards (such as Standard Contractual Clauses) to protect your data during international transfers.

9. Children's Privacy

Our services are not intended for individuals under the age of 18. We do not knowingly collect personal information from children. If we become aware that we have inadvertently collected information from a child under 18, we will delete it promptly.

Parents or guardians who believe we may have collected information from a minor should contact us immediately at privacy@energymaxgroup.com.

10. Third-Party Links

Our website may contain links to third-party websites, including Brand Partner replicated websites and affiliate sites. We are not responsible for the privacy practices of these third parties. We encourage you to review their privacy policies before providing any personal information.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. We will notify you of material changes by:

- Posting the updated policy on our website with a new "Last Updated" date
- Sending an email notification to Brand Partners

- Displaying a prominent notice on our website

Your continued use of our services after the effective date of the updated policy constitutes acceptance of the changes.

12. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us:

Privacy Department

ENERGYMAX GROUP LLC

8465 W. Sahara Ave, Suite 111, Unit #1327

Las Vegas, NV 89117

Email: privacy@energymaxgroup.com

Website: www.energymaxgroup.com