

## ONLINE PRIVACY POLICY AGREEMENT

**October 29, 2024**

Wholesome Hearing Solutions Dba Affordable Hearing Store (Affordable Hearing Store) values its users' privacy. This Privacy Policy ("Policy") will help you understand how we collect and use personal information from those who visit our website or make use of our online facilities and services, and what we will and will not do with the information we collect. Our Policy has been designed and created to ensure those affiliated with Wholesome Hearing Solutions Dba Affordable Hearing Store of our commitment and realization of our obligation not only to meet, but to exceed, most existing privacy standards.

We reserve the right to make changes to this Policy at any given time. If you want to make sure that you are up to date with the latest changes, we advise you to frequently visit this page. If at any point in time Wholesome Hearing Solutions Dba Affordable Hearing Store decides to make use of any personally identifiable information on file, in a manner vastly different from that which was stated when this information was initially collected, the user or users shall be promptly notified by email. Users at that time shall have the option as to whether to permit the use of their information in this separate manner.

This Policy applies to Wholesome Hearing Solutions Dba Affordable Hearing Store and any subsidiary company listed below, and it governs any and all data collection and usage by us. Through the use of [heathlyhearing.com/review/34725](https://heathlyhearing.com/review/34725) and any subsidiary website listed below, you are therefore consenting to the data collection procedures expressed in this Policy.

**Subsidiary Company:**

**Subsidiary Website:**

**Wholesome Hearing Solutions DBA Affordable Hearing Store   [affordablehearingstoreohio.com](https://affordablehearingstoreohio.com)**

Please note that this Policy does not govern the collection and use of information by companies that Wholesome Hearing Solutions Dba Affordable Hearing Store does not control, nor by individuals not employed or managed by us. If you visit a website that we mention or link to, be sure to review its privacy policy before providing the site with information. It is highly recommended and suggested that you review the privacy policies and statements of any website you choose to use or frequent to better understand the way in which websites garner, make use of and share the information collected.

**Specifically, this Policy will inform you of the following:**

1. What personally identifiable information is collected from you through our website;
2. Why we collect personally identifiable information and the legal basis for such collection;
3. How we use the collected information and with whom it may be shared;
4. What choices are available to you regarding the use of your data; and
5. The security procedures in place to protect the misuse of your information.

### **Information We Collect**

It is always up to you whether to disclose personally identifiable information to us, although if you elect not to do so, we reserve the right not to register you as a user or provide you with any products or services. This website collects various types of information, such as:

Information automatically collected when visiting our website, which may include cookies, third party tracking technologies and server logs.

In addition, Wholesome Hearing Solutions Dba Affordable Hearing Store may have the occasion to collect non-personal anonymous demographic information, such as age, gender, household income, political affiliation, race and religion, as well as the type of browser you are using, IP address, or type of operating system, which will assist us in providing and maintaining superior quality service.

Wholesome Hearing Solutions Dba Affordable Hearing Store may also deem it necessary, from time to time, to follow websites that our users may frequent to glean what types of services and products may be the most popular to customers or the public.

**We are collecting your data for several reasons: (D.O.B., address, email address, phone number & last 4 of the social security number).**

1. To better understand your needs and provide you with the services you have requested.
2. To fulfill our legitimate interest in improving our services and products.
3. To send you promotional emails containing information we think you may like when we have your consent to do so.
4. To contact you to fill out surveys or participate in other types of market research when we have your consent to do so.
5. To customize our website according to your online behavior and personal preferences.

The data we collect from you will be stored for no longer than necessary. The length of time we retain said information will be determined based upon the following criteria: the length of time your personal information remains relevant; the length of time it is reasonable to keep records to demonstrate that we have fulfilled our duties and obligations; any limitation periods within which claims might be made; any retention periods prescribed by law or recommended by regulators, professional bodies or associations; the type of contract we have with you, the existence of your consent, and our legitimate interest in keeping such information as stated in this Policy. Data will not be shared with third parties for marketing purposes. Data sharing is limited to business purposes. Cellular information will not be shared with third parties for marketing purposes.

### **Use of Information Collected**

Wholesome Hearing Solutions Dba Affordable Hearing Store does not now, nor will it in the future, sell, rent or lease any of its customer lists and/or names to any third parties.

Wholesome Hearing Solutions Dba Affordable Hearing Store may collect and may make use of personal information to assist in the operation of our website and to ensure delivery of the services you need and request. At times, we may find it necessary to use personally identifiable information as a means to keep you informed of other possible products and/or services that may be available to you from [heathlyhearing.com/review/34725](https://heathlyhearing.com/review/34725) and its subsidiaries.

Wholesome Hearing Solutions Dba Affordable Hearing Store and its subsidiaries may also be in contact with you with regards to completing surveys and/or research questionnaires related to your opinion of current or potential future services that may be offered.

Wholesome Hearing Solutions Dba Affordable Hearing Store uses various third-party social media features including but not limited to Affordable Hearing Store/Springfield, Affordable Hearing Store/Tipp City and other interactive programs. These may collect your IP address and require cookies to work properly. These services are governed by the privacy policies of the providers and are not within Wholesome Hearing Solutions Dba Affordable Hearing Store's control.

### **Privacy Policy Improvements**

- **Consumer Consent:**

We do not share your personal information, including mobile data, with third parties for marketing purposes without your explicit consent. Data sharing is strictly limited to purposes necessary for providing our services.

- **Data Usage Explanation:**

We collect and use your data to improve our services and may share it with third-party partners for marketing purposes or to improve our services only. For any privacy concerns, please contact us at [Sheila@affordablehearingstore.com](mailto:Sheila@affordablehearingstore.com) or call 937-834-4225.

- **Data Transfer Commitment:**

A commitment not to transfer consumer data to external organizations and measures to prevent transfers to external organizations without consent have been made. We do not share online information.

- **Opt-Out Rights:**

Consumers have the right to opt out of receiving messages at any time. To opt out, reply 'STOP' or 'CANCEL' to any message received or contact us directly at 937-834-4225 to Unsubscribe.

#### **Terms and Conditions Overview – Message Types**

Promotional and informational

- **Message Frequency:**

- Users will receive approximately five messages per month for either promotional and informational messages about our services and/or appointments.

- **Subscription Management:** Include instructions for managing SMS subscriptions:

- Text STOP or CANCEL to unsubscribe.
- Text HELP for assistance.

#### **Message Guidelines for Affordable Hearing Store**

- Thank you for signing up for messages from Affordable Hearing Store.
- Message frequency varies up to five messages per month.
- Message and data rates may apply, see your personal cellular carrier for terms and conditions.
- Provided instructions for help and unsubscribing:
  - Text HELP for help and Text STOP or CANCEL to unsubscribe.
  - To opt out, reply with STOP or CANCEL. For help, reply with HELP.

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable information unless we provide users with advance notice. We implement a variety of security measures to maintain the safety of your personal information.

#### **Disclosure of Information**

Wholesome Hearing Solutions Dba Affordable Hearing Store may not use or disclose the information provided by you except under the following circumstances:

- as necessary to provide services or products you have ordered.
- in other ways described in this Policy or to which you have otherwise consented.
- taken together with other information in such a way that your identity cannot reasonably be determined.
- as required by law, or in response to a subpoena or search warrant.
- to outside auditors who have agreed to keep the information confidential.
- as necessary to enforce the Terms of Service.
- as necessary to maintain, safeguard and preserve all the rights and property of Wholesome Hearing Solutions Dba Affordable Hearing Store.

#### **Non-Marketing Purposes**

Wholesome Hearing Solutions Dba Affordable Hearing Store respects your privacy. We do maintain and reserve the right to contact you if needed for non-marketing purposes.

(such as bug alerts, security breaches, account issues, and/or changes in Wholesome Hearing Solutions Dba Affordable Hearing Store products and services). In certain circumstances, we may use our website, newspapers, or other public means to post a notice.

Children under the age of 18: The Affordable Hearing Store does not service children under the age of 18 years old.

#### **To opt IN for Text Message**

All customers are given the option to Opt-In for text messages and emails on the Affordable Hearing Store Welcome Form completed on the first visit and noted in our Medical Records. Appointment Reminders, Messages, data rates may apply.

### **Unsubscribe or Opt-Out**

All users and visitors to our website have the option to discontinue receiving communications from us by way of email or newsletters or text messages. To discontinue or unsubscribe from our website please send an email that you wish to unsubscribe to [sheila@affordablehearingstore.com](mailto:sheila@affordablehearingstore.com). If you prefer to unsubscribe or Opt-out from text messages, text STOP to our office number (937)834-4225. If you wish to unsubscribe or opt-out from any third-party websites, you must go to that specific website to unsubscribe or opt-out. Wholesome Hearing Solutions Dba Affordable Hearing Store will continue to adhere to this Policy with respect to any personal information previously collected.

### **Links to Other Websites**

Our website does contain links to affiliates and other websites. Wholesome Hearing Solutions Dba Affordable Hearing Store does not claim nor accept responsibility for any privacy policies, practices, and/or procedures of other such websites. Therefore, we encourage all users and visitors to be aware when they leave our website and to read the privacy statements of every website that collects personally identifiable information. This Privacy Policy Agreement applies only and solely to the information collected by our website.

### **Notice to European Union Users**

Wholesome Hearing Solutions Dba Affordable Hearing Store's operations are located primarily in the United States. If you provide information to us, the information will be transferred out of the European Union (EU) and sent to the United States. (The adequacy decision on the EU-US Privacy became operational on August 1, 2016. This framework protects the fundamental rights of anyone in the EU whose personal data is transferred to the United States for commercial purposes. It allows the free transfer of data to companies that are certified in the US under the Privacy Shield.) By providing personal information to us, you are consenting to its storage and use as described in this Policy.

### **Security**

Wholesome Hearing Solutions Dba Affordable Hearing Store takes precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline. Wherever we collect sensitive information (e.g. credit card information), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the webpage.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers and servers on which we store personally identifiable information are kept in a secure environment. This is all done to prevent any loss, misuse, unauthorized access, disclosure, or modification of the user's personal information under our control.

By using this website, you are hereby accepting the terms and conditions stipulated within the Privacy Policy Agreement. If you are not in agreement with our terms and conditions, then you should refrain from further use of our sites. In addition, your continued use of our website following the posting of any updates or changes to our terms and conditions shall mean that you agree and accept such changes.

### **Terms and Conditions:**

Users will receive promotional and informational messages occasionally and as seen fit by Wholesome hearing solutions dba Affordable Hearing Store.

Messages will be sent monthly.

Text "STOP" to unsubscribe.

Text "HELP" for assistance.

### **How to Contact Us**

If you have any questions or concerns regarding the Privacy Policy Agreement related to our website, please feel free to contact us at the following email, telephone number or mailing address.

Email: [sheila@affordablehearingstore.com](mailto:sheila@affordablehearingstore.com)

Telephone Number: 9378344225

### **Mailing Address:**

Wholesome Hearing Solutions DbA Affordable Hearing Store  
2685 Derr Road  
Springfield, Ohio 45503

### **GDPR Disclosure:**

If you answered "yes" to the question Does your website comply with the General Data Protection Regulation

("GDPR")? Then the Privacy Policy above includes language that is meant to account for such compliance. Nevertheless, in order to be fully compliant with GDPR regulations your company must fulfill other requirements such as: (i) doing an assessment of data processing activities to improve security; (ii) have a data processing agreement with any third party vendors; (iii) appoint a data protection officer for the company to monitor GDPR compliance; (iv) designate a representative based in the EU under certain circumstances; and (v) have a protocol in place to handle a potential data breach. For more details on how to make sure your company is fully compliant with GDPR, please visit the official website at <https://gdpr.eu>. FormSwift and its subsidiaries are in no way responsible for determining whether your company is in fact compliant with GDPR and takes no responsibility for the use you make of this Privacy Policy or for any potential liability your company may face in relation to any GDPR compliance issues.

### **COPPA Compliance Disclosure:**

This Privacy Policy presumes that your website is not directed at children under the age of 13 and does not knowingly collect personal identifiable information from them or allow others to do the same through your site. If this is not true for your website or online service and you do collect such information (or allow others to do so), please be aware that you must be compliant with all COPPA regulations and guidelines in order to avoid violations which could lead to law enforcement actions, including civil penalties.

This Privacy Policy presumes that your website is not directed at children under the age of 13 and does not knowingly collect personal identifiable information from them or allow others to do the same through your site. If this is not true for your website or online service and you do collect such information (or allow others to do so), please be aware that you must be compliant with all COPPA regulations and guidelines in order to avoid violations which could lead to law enforcement actions, including civil penalties.