

Terms and conditions

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General Rules Speakers

- 1.- Do not share personal information
- 2.- Do not ask for personal information
- 3.- Be gentle all the time
- 4.- Do not end the calls, the system cuts automatically
- 5.- Call payments are after 9 minutes call, otherwise, you need to fulfill the lack minutes
 - Your time per call will be counted with LF administration net time (every call must be deducted from dead minutes between connecting Speaker and Improver)
 - Time per calls will be counted with the effectively time Improvers speak
- 6.- Report any conflict with an Improver
- 7.- All the information in the platform is exclusive for LF's use. It is strictly prohibited to share any information outside de platform
- 8.- Follow the user manual every time

General Rules Improvers

- 1.- Do not share personal information
- 2.- Do not ask for personal information
- 3.- Be gentle all the time
- 4.- Do not end the calls, the system cuts automatically
- 5.- The Schedule preference are only a guide, the calls may be done at any hour
- 6.- Report any conflict with an Improver
- 7.- All the information in the platform is exclusive for LF's use. It is strictly prohibited to share any information outside de platform

Referenced

Referenced people can be added only in the subscription

All payments done according to the referenced people will be done after the payment is confirmed

Referenced commissions can be changed by LF at any time

Charges and Payments All charges and/or payments done through o regarding the use of the platform, will be net of taxes, bank fees and commissions and internet platforms commissions, meaning that all the charges and payments will be deducted by the applicable regional taxes or Mexican taxes, bank fees and commissions due to electronic transactions or account charges and bank commissions due to electronic or internet platform use. LF will not be responsible of any direct tax users must paid in their region.

The payments must be done fortnightly. Nevertheless, payments schedule can be changed by LF at any time.

All reimbursements will be done deducting Referenced commissions (if applicable), al Charges and Payments and administration costs

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Contacting Us. If you have any questions about these Terms, you may contact us at info@lflanguagefluency.com

Last Update of these Terms: Oct 1, 2021.

Privacy:

This privacy policy (this “Privacy Policy”) describes how LANGUAGE FLUENCY and its affiliates (collectively, “LF”), collect, handle, use, and share information we collect through the websites owned or operated by or on behalf of companies within LF, including <https://lflanguagefluency.com> (our “Site”). “You” refers to any person, company or legal entity that accesses and uses the Site, and any officers, directors, partners, personnel, employees, agents or contractors that use the site through that company or legal entity, whether or not such use is authorized. “LF” or “we” refers to LF.

This Privacy Policy should be read in conjunction with any other applicable policies, terms, and conditions in place between you and LF. Your use of the Site indicates your agreement with, and your consent to the use of your information in accordance with, the practices described in this Privacy Policy. Please do not use the Site if you do not agree with this Privacy Policy.

Updates to this Policy. We reserve the right to change all or portions of this Privacy Policy at any time. If we make a material change to the Privacy Policy, we will post notice to that effect on our Site when we post the revised Policy. Your continued use of the Site after a change is made constitutes your agreement with the revised Privacy Policy.

Collection of Your Information. We collect information from you (“Your Information”) when you voluntarily provide it to us through the Site, as well as automatically through your visits to the Site. The information that is collected may include: first and last name, email address, telephone number, mailing address, login credentials, password, a response to a security question, interests, your computer’s IP address, the Internet browser and operating system you are using, the length of time spent browsing pages of the Site, and the websites you accessed immediately before and after your visit to the Site.

You may voluntarily provide Your Information through the Site in a number of ways, including: (a) when you login to your account or make updates to your account information; (b) when you fill out a form on the Site; and (c) when you contact us to request information from us. As noted, the Site also automatically gathers Your Information related to your use of the Site. We may use “cookies” (small text files placed in the memory of your device) or similar technologies to retain information about you and your use of the Site, and we may engage third parties to assist us in the collection of Your Information. These technologies can automatically collect information

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Authorized recording LF services and functionality includes recording of every call, therefore, you are accepting and authorizing to record every call and giving LF total authorization to use every record at LF's total discretion for every activity LF considers necessary without limitation as marketing, customer service, internal and external investigations. Every record will be available for download in the platform with limited time for download at LF's total discretion.

Use of Your Information. We may use Your Information to provide you with information and services, to send you notices (for example, in the form of email messages or mailings), and otherwise to respond to your requests. We may also use Your Information to enhance the operation of the Site and the services and information offered, to provide you with personalized features, in our marketing and promotional efforts on the Site and elsewhere, in statistical analysis of use of the Site (both on an individual basis and in the aggregate), to update and enhance our records, maintain and improve the Site, and for other purposes identified on the relevant portions of the Site where Your Information is collected. We may also use Your Information to contact you regarding us or the Site, resolve disputes, troubleshoot problems, and enforce and investigate your compliance with our agreements with you, including our Terms of Use and this Privacy Policy. We may also use, compile, and analyze Your Information to learn about: your use of the Site, how many people are visiting the Site, what are the most visited portions of the Site, and trends in user behavior.

Sharing of Your Information. We may share Your Information with affiliated entities within LF. We may also share Your Information with certain unaffiliated third parties in some circumstances, including the following:

- **Vendors and Suppliers.** We may share Your Information with unaffiliated vendors, suppliers, authorized representatives, service providers, and agents so that they may help us to maintain the Site, store Your

Information, fulfill your requests, or otherwise provide services or support LF's business.

- **Government Agencies / Law Enforcement.** In certain circumstances, LF might be called upon to release Your Information in response to a court order, subpoena, search warrant, law, or regulation. LF plans to cooperate in responding to such requests, taking appropriate measures to ensure that the requesting party understands the sensitive nature of Your Information that they may receive. LF also reserves the right to disclose Your Information in the event that we have reason to believe that someone is causing or threatening to cause injury to or interference with our rights or property, the rights or property of others, the operation of the Site, any user of the Site, or anyone else that could be harmed by such activities or if someone is otherwise engaging in behavior that is otherwise illegal or harmful to others.
- **Corporate Transactions.** If LF sells all or part of its business or makes a sale or transfer of assets or is otherwise involved in a merger, business transfer, or other type of liquidity event, LF may, in its sole discretion, transfer, sell, or assign Your Information to the acquiring entity as part of or in connection with that transaction. Upon such transfer, sale, assignment, or other liquidity event, the transferee, assignee, successor, or acquiring party may use Your Information in accordance with this Privacy Policy or as otherwise permitted by applicable law or regulation.

We may also share aggregated anonymous data concerning our users with third party analytic services, business partners, and others interested in how the Site is used. We do not share Your Information with unrelated third parties for their own direct marketing purposes.

Security. We use reasonable efforts to maintain physical, electronic, and procedural safeguards to protect the confidentiality and integrity of Your Information. However, no security system is foolproof and we cannot fully eliminate security risks with respect to Your Information. We recommend that you do not send us any of Your Information via non-secure methods of correspondence, including via public electronic communication channels, such as Internet e-mail, which are generally not secure.

Other Sites or Services. The Site may contain links to other websites or may allow you to use or access third party services. We are not responsible for the privacy practices of any other websites or other service providers. Information you submit to those websites and service providers is subject to the privacy policies of those other websites and service providers, not this

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Your Choices. You may opt out of receiving promotional emails from us by updating your preferences in your account settings or by following instructions provided in the emails. Even if you request to opt out of receiving promotional emails from us, we may use your contact information to send you other types of emails.

Updating or Deleting Your Information. You generally may update Your Information that is in your account with us by following the procedures described on those portions of the Site where you may log in to the account. In some cases, however, you may need to contact us by phone or email to update Your Information.

We will use our commercially reasonable efforts to fulfill your request in a timely manner. We may keep a record of all information that is deleted, and we may determine what may be deleted. For example, if we are required to keep certain information for regulatory purposes, we may be prevented from deleting that information. Further, even if we delete Your Information from our “live” database, it may still be stored on other databases (including those kept for archival purposes). We are not responsible for deleting information about you from the databases of any third parties.

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Contacting Us. If you have any questions about this Privacy Policy, you may contact us at info@lflanguagefluency.com

Last Update of this Privacy Policy: march 1, 2022.