

Terms and Conditions

Please take care to read this document carefully. If you require this document in larger print, or if you have any queries about this document or its contents, please contact us at info@ecommheroacademy.com.

Our terms and conditions are binding for all events and/or training programs. Making a booking assumes that you have read and accepted these terms and conditions. Bookings are made subject to the following terms and conditions set out below:

1. INTERPRETATION

In these Terms and Conditions, the following definitions apply:

Ecomm Hero Academy LTD: a company with its registered office located at Sterling House 2b, Fulbourne Road, London, England, E17 4EE. mobile +44 121 318 4547.

Ecomm Hero Academy LTD Product or Services (collectively referred to as 'the Products and/or Services'): the products and services offered by Ecomm Hero Academy LTD in relation to its Ecomm Hero.

Client: The person or company purchasing the Products and/or Services from Ecomm Hero Academy LTD.

Commencement Date: the date that Ecomm Hero Academy LTD commences provision of the Products and/or Services to the Client.

Conditions: terms and conditions as amended from time to time in accordance with clause 14.

Contract: the contract between Ecomm Hero Academy LTD and the Client for the supply of Products and/or Services comprising the Order and these Conditions and it is a business to business agreement.

Fees: the fees payable by the Client for the supply of the Products and/or Services in accordance with clause 4.

Order: the Client's order for the Products and/or Services (and any subsequent ongoing Products and/or Services) as set out in the Order Form.

Order Form: Ecomm Hero Academy LTD's form which can be completed online, over the phone, or in person, which sets out the Fees and which incorporates these Terms and Conditions.

Service: the provision of and grant of access to the Ecomm Hero Academy LTD Products and/or Services.

Privacy Policy means the policy (as updated from time to time) which can be found [here](#) identifying certain respective rights and obligations in respect of the personal data and privacy under the Contract.

Authorised Affiliates means, in respect of the Products and/or Services, the Affiliates of the Client (if any) in respect of those Products and/or Services.

Authorised Users means, in respect of the Products and/or Services, the users authorised by the Client to use those Products and/or Services in accordance with the Contract.

Client Data means all data (in any form) that is provided to Ecomm Hero Academy LTD or uploaded or hosted on any part of any Products and/or Services by the Client or by an Authorised User.

Client Systems means all software and systems used by or on behalf of the Client, the Authorised Affiliates, any of its or their direct or indirect sub-contractors, or any Authorised User in connection with the provision or receipt any of the Products and/or Services or that the Products and/or Services otherwise link, inter-operate or interface with or utilise (in each case whether directly or indirectly).

Protected Data means the information and data referred to in the Privacy Policy.

Services has the meaning of the software platform Ecomm Hero Academy LTD provides to enable the Client to market to their customers and the database that the Client uses to store their customers details within.

2. BASICS OF A BUSINESS TO BUSINESS CONTRACT

- 2.1. This Business to Business Contract constitutes the entire agreement between the parties. The Client intends to use this training to start or run a business.
- 2.2. The Client acknowledges that it has not relied on any statement, promise or representation made or given by or on behalf of Ecomm Hero Academy LTD which is not set out in the Contract. These Conditions apply to the Contract to the exclusion of any other terms that the Client seeks to impose or incorporate or which are implied by trade, custom, practice or course of dealing.
- 2.3. Any sample materials, descriptive matter or advertising issued by Ecomm Hero Academy LTD, and any descriptions of illustrations contained in Ecomm Hero Academy LTD's website or brochures, are issued or published for the sole purpose of giving an approximate idea of the Products and/or Services as offered by Ecomm Hero Academy LTD. They will not form part of the Contract or have any contractual force. Ecomm Hero Academy LTD is under a legal duty to supply goods that are in conformity with the Contract.
- 2.4. As part of the Contract, the Client will have access to the following Information, Products and Services:
 - The online training program - 1/3/6/12 months access
 - The League - Your new empowering private community to ask and receive support
 - Full access to the Full Program with all the resources including:
 - Monthly Live Slay your Sales with Silvia
 - Monthly Live Slay your Tech with the tech team
 - Monthly Bonus Live Q&A with Silvia
- 2.5. Ecomm Hero Academy LTD has the right to make any changes or alterations to the nature, scope and content of the Products and/or Services, without notice to the Client, at any time, provided these do not affect the nature of the Products and/or Services.
- 2.6. Ecomm Hero Academy LTD will supply the Products and/or Services to the Client and Ecomm Hero Academy LTD warrants to the Client that such Products and/or Services have been prepared using reasonable care and skill. Ecomm Hero Academy LTD provides no guarantee that the Products and/or Services will provide any results for the Client.
- 2.7. Ecomm Hero Academy LTD will use reasonable endeavours to meet any dates in relation to supporting the Products and/or Services (including but not limited to dates for the Client to attend calls) but any such dates will be provisional only and may be subject to change at the discretion of Ecomm Hero Academy LTD, with no liability attaching to Ecomm Hero Academy LTD in respect of such changes.
- 2.8. Ecomm Hero Academy LTD will have the right to make any changes to the support of the Products and/or Services which do not affect their nature or quality (including but not limited to: trainers and teachers, call lengths, session lengths, session frequency, session type, session location, training type, training location, venue location, coach allocated, Facebook group access and content, Kajabi access and content).
- 2.9. The Client shall (and shall ensure all Authorised Affiliates and Authorised Users shall) at all times comply with all applicable laws relating to the use or receipt of the Products and/or Services, including laws relating to privacy, data protection and use of systems and communications.

3. CLIENT'S OBLIGATIONS

- 3.1. The Client will: (a) ensure that all information given by the Client to Ecomm Hero Academy LTD is complete and accurate; (b) co-operate with Ecomm Hero Academy LTD in all matters relating to the Products and/or Services; (c) pay the Fees strictly in accordance with the payment schedule set out in the Order or as otherwise confirmed in writing by Ecomm Hero Academy LTD; (d) not use the Products and/or Services or any content, data or information derived from the Client's use of the Products and/or Services for any purpose other than that which has been expressly authorised under the Contract; (e) not use the Products and/or Services for any unlawful purpose; and (f) permit Ecomm Hero Academy LTD to include information of video footage on its website and within the Products and/or Services highlighting any benefits which the Client or Client's business has obtained from the Products and/or Services and in this regard, the Client hereby grants to Ecomm Hero Academy LTD a royalty-free, non-exclusive perpetual licence to use any intellectual property rights of the Client for this purpose.
- 3.2. The Client, for itself and as trustee for any of its directors, employees, agents, Authorised Affiliates, Authorised Users or similar, undertakes to observe the obligations set out in clauses 3.1 to 3.7 (inclusive) and shall fully indemnify Ecomm Hero Academy LTD from and against all loss, damage, costs and claims arising from its failure to adhere to those provisions or otherwise to fulfil its obligations under the Contract.
- 3.3. Transmission or storage of any information, data or material in violation of any law is prohibited. This includes, but is not limited to, copyrighted material, material legally judged to be threatening or obscene, or material protected by trade secret and other statute. The Client agrees to indemnify, and hold harmless, Ecomm Hero Academy LTD from any claims resulting from the use of the Products and/or Services which damages the Client or any other parties.
- 3.4. Spamming, or the sending of unsolicited emails, using an email address or URL that is maintained on a Ecomm Hero Academy LTD, or directing traffic to a webpage that contains any reference to Ecomm Hero Academy LTD is STRICTLY prohibited. Ecomm Hero Academy LTD will be the sole arbiter as to what constitutes a violation of this provision. This action will result in immediate termination of the Products and/or Services without any refund to the Client and could be subject to legal action by Ecomm Hero Academy LTD against the Client. Any service interruptions as a result of Client's spamming will be billed to the Client at £20.00 per hour until service is restored.
- 3.5. Importing or in any way using purchased leads with a Ecomm Hero Academy LTD account is strictly prohibited. If the Client has paid money, or in any way purchased a group of pre-existing leads, these may not be used with Ecomm Hero Academy LTD. Only people that have specifically requested information directly from the Client may be emailed through Ecomm Hero Academy LTD.

- 3.6. The Client is prohibited from transmitting on or through any of Ecomm Hero Academy LTD's platforms or servers, including but not limited to social media platforms, any material that is (in Ecomm Hero Academy LTD's sole discretion) unlawful, obscene, threatening, disruptive, abusive, libellous, hateful, that encourages conduct which could constitute a criminal offence, that gives rise to civil liability, that otherwise violates any national or international law, or that involves the transmission of any pornographic or sex-related merchandise or data.
- 3.7. The Client shall (and shall ensure all Authorised Affiliates, Authorised Users or similar shall) at all times comply with all applicable laws relating to the use or receipt of the Products and/or Services, including laws relating to privacy, data protection and use of systems and communications.

4. FEES AND PAYMENT

- 4.1. The Fees for the Products and/or Services are detailed in the Order or any agreement made in writing between Ecomm Hero Academy LTD and the Client.
- 4.2. The Fees will be paid in full in accordance with the Order, written confirmation from Ecomm Hero Academy LTD, or any agreement made with a finance company in accordance with payment for the Products and/or Services.
- 4.3. All payments due to Ecomm Hero Academy LTD under the Contract shall be made in full without any deduction or any withholding. The Client will not be entitled to assert any credit, set off or counterclaim against Ecomm Hero Academy LTD against any sum(s) owed.
- 4.4. In relation to payment by instalments or a payment plan, payment shall be made monthly on the same calendar day as the date of the Order or as otherwise agreed in writing between Ecomm Hero Academy LTD and the Client.
- 4.5. The Fees will remain payable by the Client notwithstanding any decision to cease using the Products and/or Services and even if the Client does not complete, access, attend or use the entire Products and/or Services.
- 4.6. Ecomm Hero Academy LTD shall be entitled to continue processing payments for any monies outstanding using any of the Client's debit or credit card details previously confirmed to Ecomm Hero Academy LTD.
- 4.7. In the event of any payment due to Ecomm Hero Academy LTD becoming overdue and unpaid for more than 2 (two) days, Ecomm Hero Academy LTD may, at its discretion, suspend or withdraw the provision of the Products and/or Services, without prejudice to any of its other rights as to termination.
- 4.8. Save as to the cooling off period set out at clause 5, the Contract is non-cancellable and payment will be due by the Client regardless of whether the Products and/or Services are used.
- 4.9. The Client acknowledges that they have signed or agreed to the Order through their own choice without coercion or any lawful tactics from Ecomm Hero Academy LTD and are fully responsible for their own decisions.
- 4.10. Ecomm Hero Academy LTD reserves the right to instruct third party legal representation should the Client fail to make payment in accordance with these Conditions.

5. COOLING OFF AND RIGHT TO CANCEL BUSINESS TO BUSINESS AGREEMENTS

- 5.1. The Client acknowledge this is a business to business agreement and the Client is binded as per terms and conditions
- 5.2. The Client has a limited period, referred to as 'cooling off period', in which they may change their mind and cancel their contract with Ecomm Hero Academy LTD.
- 5.3. The Client will get charged £200 Administrative fees to cancel within the cooling off period.
- 5.4. The cooling off period will begin from the date of the first payment and continues for up to 5 calendar days.
- 5.5. The Client acknowledges and agrees that his/her right to cancel within the cooling off period does not apply once the digital content has begun to be streamed or one of the live clinics has been attended. By commencing the streaming in the online portal or accessing the live support the Client has no rights to withdraw. The quality rights do not cover subjective enjoyment of digital content. If the Client streams the video but doesn't like it, the Client is not entitled to a refund.
- 5.6. The Client must supply written notice within the cooling off period of the request to cancel by email to Ecomm Hero Academy LTD info@ecommheroacademy.com.
- 5.7. If the Client exercises their right to cancel, the access to Product and/or Services will be terminated immediately.
- 5.8. If the Client does not request a refund within the cooling off period, the Client is required to complete all remaining payments.
- 5.9. Ecomm Hero Academy LTD reserves the right to consider refunds outside of the rescission period. If a client has questions about the agreement outside of the rescission period, they should submit her comments to info@ecommheroacademy.com.
- 5.10. Chargeback: The Client agrees not to request, advise, file a claim, or seek Client's bank or credit card company for a chargeback for consideration paid under this Agreement. The Client agrees that any disputes that the Client may have with respect to consideration paid hereunder must be addressed directly between the Client and Ecomm Hero Academy LTD. If a chargeback occurs, the Client shall have materially breached the Terms and Conditions and shall forfeit all remaining services that have not yet been performed under the Terms and Conditions. Ecomm Hero Academy LTD shall have no further obligation to the Client. Further, the amount of the chargeback shall be subject to a finance charge in the amount of one and one-half percent (1 1/2%) per month until paid in full by the Client. Further, Ecomm Hero Academy LTD shall be entitled to recover from the Client all damages, and reasonable and necessary legal fees, and costs associated with pursuing collection and/or recovery of the amount of the chargeback.

6. LIMITATION OF LIABILITY

- 6.1. Neither party shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its obligations under this Contract if such delay or failure result from events, circumstances or causes beyond its reasonable control including but not limited to acts of God; flood; drought; earthquake or other natural disaster; epidemic or pandemic; terrorist attack; civil war; civil commotion or riots; war; threat of or preparation for war; armed conflict; imposition of sanctions; embargo; the breaking off of diplomatic relations; nuclear, chemical or biological contamination or sonic boom; any law or any action taken by a government or public authority, including without limitation imposing an export or import restriction, quota or prohibition; collapse of buildings, fire, explosion or accident; any labour or trade dispute, strikes, industrial action or lockouts; and non-performance by suppliers or subcontractors. In such circumstances the time for performance shall be extended by a period equivalent to the period during which performance of the obligation has been delayed or failed to be performed. If the period of delay or non-performance continues for 4 months, the party not affected may terminate this agreement by giving 14 days' written notice to the affected party.
- 6.2. Ecomm Hero Academy LTD will, under no circumstances, be liable to the Client (whether in contract, tort (including negligence), breach of statutory duty, or otherwise), for any indirect or consequential loss, special damages, or any costs or losses attributable to loss of profits or opportunities arising from or in connection with the subject matter of the Contract.
- 6.3. The maximum amount of damages payable by Ecomm Hero Academy LTD to the Client in respect of any and all liability (apart from that mentioned above), including liability arising from negligence, under or in connection with the Contract shall not exceed the amount paid by, or on behalf of, the Client to Ecomm Hero Academy LTD for the preceding calendar month or calculated based on 1/12th of the Fees in the preceding 12 months.

7. NON-COMPETE

The Client undertakes not to compete or seek to compete, either directly or indirectly or in any other capacity whatsoever, with the business of Ecomm Hero Academy LTD or in the provision of products or services directly competitive with any aspect or part of the Products and/or Services, resulting in actual or anticipated loss to Ecomm Hero Academy LTD, to include as to its reputation.

8. INTELLECTUAL PROPERTY RIGHTS

- 8.1. All intellectual property rights in, arising out of, or in connection with, the Products and/or Services will be owned by Ecomm Hero Academy LTD. Ecomm Hero Academy LTD grants the Client a revocable, non-exclusive royalty-free licence to use such rights only to the extent necessary to allow the Client to benefit from the Products and/or Services but not further or otherwise and no other rights or licences are granted. Any such rights arising from the Client's use of the Products and/or Services shall accrue to Ecomm Hero Academy LTD and the Client shall be deemed to have assigned any such rights to Ecomm Hero Academy LTD, with Ecomm Hero Academy LTD authorised to act as its agent to execute any such transfer or other documents giving effect to the same.
- 8.2. The Client, Authorised Users and Authorised Affiliates may be able to store or transmit Client Data using the Products and/or Services and the Products and/or Services may interact with Client Systems. The Client hereby grants a royalty-free, non-transferable, non-exclusive licence for the Client (and each of its direct and indirect sub-contractors) to

use, copy and other otherwise utilise the Client Data and Customer Systems to the extent necessary to perform or provide the Products and/or Services or to exercise or perform Ecomm Hero Academy LTD's right, remedies and obligation under the Contact.

9. DATA AND INFORMATION

- 9.1. Protected Data shall, at all material times, remain the property of the Client or its licensor.
- 9.2. Except to the extent Ecomm Hero Academy LTD has direct obligations under data protection and other applicable laws, the Client acknowledges that Ecomm Hero Academy LTD has no control over Protected Data hosted as part of the provision of the Products and/or Services and may not actively monitor or have access to the content of Protected Data. The Client shall ensure (and is exclusively responsible for) the accuracy, quality, integrity and legality of Protected Data and non-personal data and that its use (including use in connection with the Products and/or Services) complies with all applicable laws.
- 9.3. If Ecomm Hero Academy LTD becomes aware of any allegation that Protected Data or non-personal data may not comply with the Contract, Ecomm Hero Academy LTD shall have the right to permanently delete or otherwise remove or suspend access to any Protected Data or non-personal data which is suspected of being in breach and/or disclose Protected Data or non-personal data to law enforcement authorities (in each case without the need to consult the Client). Where reasonably practicable and lawful, Ecomm Hero Academy LTD shall notify the Client before taking such action.
- 9.4. Ecomm Hero Academy LTD shall have the right to suspend the Products and/or Services at any time, and for any reason, without notice. The Client accepts and acknowledges that the Products and/or Services can be withdrawn or may be unavailable due to technical and other issues, or as a result of updates, maintenance or similar circumstances. If such a suspension or withdrawal is to last more than 30 days, the Client will be notified as to the reason.

10. CONFIDENTIALITY AND SECURITY OF DATA

- 10.1. Ecomm Hero Academy LTD shall maintain the confidentiality of Protected Data and shall not, without the prior written consent of the Client, and in accordance with the Contract, disclose Protected Data other than as necessary for the performance of the Products and/or Services, the express rights and obligations under the Contract, or as required by law.
- 10.2. Ecomm Hero Academy LTD will disclose Protected Data only to those of its officers, employees, agents, contractors and direct and indirect sub-contractors to whom, and to the extent to which, such disclosure is necessary for the purposes contemplated under the Contract or as otherwise reasonably necessary for the provision or receipt of the Products and/or Services.
- 10.3. In order to promote and respect the confidentiality of all clients and intellectual property the Client understands that the Products and/or Services, now and in the future, are limited to people who have registered in the respective training. In consideration of, and as a condition for permitting the Client to participate in the Products and/or Services, the Client agrees to not publish, broadcast, disclose, communicate to the public, or assist another to do the same in respect of, the identity, likeness or actual or paraphrased comments of anyone who participates, leads, assists or is otherwise involved in the Products and/or Services.

11. WARRANTIES

Ecomm Hero Academy LTD gives no warranties of any kind, whether express or implied, for the Products and/or Services it provides under the Contract. Ecomm Hero Academy LTD also disclaims any warranty of merchantability or fitness for a particular purpose. This includes loss of data resulting from delays, non-deliveries, mis-deliveries, or interruptions to the Products and/or Services caused by Ecomm Hero Academy LTD's negligence or the Client's errors or omissions. Use of any information obtained via Ecomm Hero Academy LTD is at the Client's own risk. Ecomm Hero Academy LTD makes no warranty, whether express or implied, as to the accuracy or quality of information obtained through its Products and/or Services.

12. ASSIGNMENT AND SUB-CONTRACTING

The Client will not, without the prior written consent of Ecomm Hero Academy LTD, assign, transfer, charge, sub-contract or deal in any other manner with all or any of its rights or obligations under the Contract. For the avoidance of doubt, the Client will not share the Products and/or Services or any content, data or information derived from the Client's use of the Products and/or Services with any third party without the prior written consent of Ecomm Hero Academy LTD, which may be withheld.

13. WAIVER

A waiver of any right under the Contract is only effective if it is in writing and will not be deemed to be a waiver of any subsequent breach or default.

14. VARIATION

Except as set out in these Conditions, any variation including the introduction of any additional terms and conditions, to the Contract will only be binding when agreed in writing between the Ecomm Hero Academy LTD and the Client.

15. APPLICABLE LAW

- 15.1. Any dispute of legal issue arising from the Conditions will be determined by the law of England and Wales and considered exclusively by the English and Welsh Courts.
- 15.2. Each of the paragraphs referred to in the Conditions shall be severable and distinct from one another and, if at any time, more and more of such provisions become invalid, illegal or enforceable, the validity, legality and enforceability of the terminating paragraphs shall not in any way be affected or impaired by this.

16. CLIENT CONFIDENTIALITY AGREEMENT

- 16.1. The Products and/or Services are limited to people who have registered for the Products and/or Services.
- 16.2. The Client will not publish, broadcast, disclose, communicate to the public, or assist another to do the same in respect of, the identity, likeness or actual or paraphrased comments of anyone who participates, leads, assists or is otherwise involved in the Products and/or Services.
- 16.3. The Client recognises that any breach of confidentiality may cause Ecomm Hero Academy LTD and/or other clients irreparable and substantial harm even though it may be impossible to ascertain the full monetary extent of their financial loss.
- 16.4. Nothing in this Contract is intended to limit the Client from sharing their experience of the Products and/or Services with anyone.
- 16.5. Nothing in this Contract is intended to limit Ecomm Hero Academy LTD from sharing coaching recordings, results and any testimonials (written or by video) in relation to the Products and/or Services, for any reason (including to promote the business of Ecomm Hero Academy LTD) with anyone by any means.

17. COACHING DISCLAIMER

- 17.1. The Client understands that the coaching services they will be receiving are not offered as a substitute for professional mental health care or medical care and are not intended to diagnose, treat or cure any mental health or medical conditions. The customer also understands that the coaching they are receiving is not from an acting mental health counsellor or a medical professional.
- 17.2. The Client understands and agrees that they are fully responsible for their well-being during their coaching sessions, and subsequently, including my choices and decisions.
- 17.3. The Client understands that coaching is not a substitute for counselling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment, and they will not use it in place of any form of therapy.
- 17.4. The Client understands that all comments and ideas offered are solely for the purpose of aiding in achieving the defined goals and that they have given their informed consent, and hereby give such consent to their coach to assist them in achieving such goals and understand that results are not guaranteed.
- 17.5. The Client hereby releases, waives, acquits and forever discharges Ecomm Hero Academy LTD, any agents, successors, assigns, personal representatives, executors, heirs and employees from every claim, suit action, demand or right to compensation for damages they may claim to have or that they may have arising out of acts or omissions by themselves or by Ecomm Hero Academy LTD as a result of the advice given or otherwise resulting from the coaching relationship contemplated by this agreement.
- 17.6. The client will have access to the online program recordings/materials and online forum for 1/3/6/12 months

18. COMPLAINTS

- 18.1. Ecomm Hero Academy LTD is committed to providing high quality Products and/or Services.



18.2. Ecomm Hero Academy LTD has a written complaints procedure in place to ensure that all complaints are handled fairly and promptly. A copy of Ecomm Hero Academy LTD's complaints procedure can be provided on request.

19. **GENERAL**

19.1. Ecomm Hero Academy LTD reserves the right to alter or cancel published dates and change venues without any liability whatsoever.

19.2. Ecomm Hero Academy LTD reserves the right to make changes to the programs, services, products, speakers or venue should that be necessary.

19.3. From the date the contract commences, any behaviour displayed by the Client that Ecomm Hero Academy LTD deems as disruptive, disrespectful, threatening, abusive or untenable in anyway (to the sole discretion of Ecomm Hero Academy LTD), either in person, via email, via social media or any other forms of means of communication, either directed at Ecomm Hero Academy LTD, Ecomm Hero Academy LTD's other clients, Ecomm Hero Academy LTD team members or associates, may result in the Client being denied access to all aspects of the Products and/or Services, including but not limited to online support, Facebook groups, live events or coaching calls. All remaining fees would remain payable and any monies for the Products and/or Services will be non-refundable.

19.4. The Client agrees that Ecomm Hero Academy LTD has not made any promise, guarantee, or other representation with respect to the Client's future incomes or gains resulting from the provision of the Product and/or Service, and that the Client has not been induced to enter the Contract as a result of any alleged promise, guarantee or representation.

19.5. Ecomm Hero Academy LTD gives a 100% guarantee for the Client that our method will work if the Client implements everything the way we lay it out for them. If the Client has followed our system and implemented everything the way we lay it out, completing their Business Update form every week so we can support the Client's progress, and the Client can't get the first product sold coming to them then Ecomm Hero Academy LTD will continue to work with the Client until they do.

19.6. These Conditions supersede any previous arrangement with your concerning their subject matter.

The client

ECOMM HERO ACADEMY LTD
Silvia Vendraminetto

Ecomm Hero Academy LTD Privacy Policy:

Ecomm Hero Academy LTD ("Ecomm Hero", "us", "we" or "our") is committed to respecting your privacy and to complying with applicable data protection and privacy laws.

You can visit our websites without disclosing any personally identifiable information about yourself (although please note that we may use cookies and collect other non-personally identifiable information about your browsing activity - see our cookie policy for detailed information).

If you do submit personal information by ordering products, services, registering for an event or completing a web form registration, for example, you can be assured that we will use your personal information only to support your continuing relationship with Ecomm Hero Academy LTD.

We have provided this Privacy Policy Statement to help you understand how we collect, use and protect your information when you visit our websites and when you generally use our products and services.

We wish to help you make informed decisions, so please take a few moments to read the sections below and learn how we may use your personal information.

Personal Information Collection

We endeavour to collect and use your personal information only with your knowledge and consent and typically when you order and subsequently use products and services, make customer enquiries, register for an event, register for information or other services, request product information, submit a job application or when you respond to communications from us (such as questionnaires or surveys).

The type of personal information we may collect could include, for example, your name and postal address, date of birth, telephone number, email address, and credit/debit card information; lifestyle and other information collected on registration or through surveys.

If you choose to provide us with personal information it will be used in support of the intended purposes stated at the time at which it was collected, and subject to any preferences indicated by you.

Non-personal Identifying Information

We may also collect non-personally identifying information about your visit to our websites based on your browsing activities. This information may include the pages you browse and products and services viewed or ordered for example. This helps us to better manage and develop our

sites, to provide you with a more enjoyable, customised service and experience in the future, and to help us develop and deliver better products and services tailored to your individual interests and needs.

From time to time, if you consented accordingly we may also store and use your information to contact you for market research and marketing purposes. We may contact you by email, phone or mail.

How will we use your information?

We may use your information for a number of purposes which includes: processing your orders and managing and administering your account; delivering any services, products or information requested by you; responding to complaints or account enquiries; administering debt recoveries; verifying your identity when required (you may lose your password or security information for example, and we may then need to ask you for other 'identifiable' information to protect your data from unauthorised access).

We may also undertake market and product analysis based on your use of our services and products and contact you with information about new developments, products, services and special offers by post, telephone, and automated means such as mobile text message (SMS), WhatsApp, Email and the internet (subject to any preferences expressed by you).

If you have consented to receive details of products and services, events and training you can contact us at any time to have your details removed from lists used by us for any or all of those purposes or from lists maintained by our headhunting division, to update your information or to otherwise tell us how you would like to receive information about our and/or third party products and services - the choice is yours.

To update your marketing preferences please email info@ecommmheroacademy.com and quote your full name in the body of the email and tell us what you want us to do (i.e. 'opt-out Email', 'opt-out SMS' etc or if you have previously objected to receiving information by post for example, but would now like to change your mind and receive information then just say, 'opt-in post' in the subject header of your email).

When will we disclose your information to others?

We may only disclose information about you and contact details to (i) companies within the Ecomm Hero Academy LTD for the purposes and subject always to the terms of this Privacy Policy Statement; (ii) in the event that we undergo re-organisation or are sold to a third party, in which case you agree that any personal information we hold about you may be transferred to that re-organised entity or third party for the purposes and subject to the terms of this Privacy Policy Statement



For the purposes of this Privacy Policy Statement, "Ecomm Hero Academy LTD" means Ecomm Hero Academy LTD, Silvia Vendraminetto or any company or other entity in which Silvia Vendraminetto owns (directly or indirectly) more than 50% of the issued share capital.

Please note that Ecomm Hero Academy LTD does not sell or pass your personal information to third parties (other than as set out in the paragraph above) unless you have given us permission or unless it is strictly necessary to deliver the products and services ordered or used by you and you are notified beforehand.

For example, we may disclose your data to a credit card company to validate your credit card details and obtain payment when you buy a phone or other product or service.

Ecomm Hero Academy LTD may also be obliged to disclose your personal information to meet any legal or regulatory requirements (for example to comply with a court order) or obligations in accordance with applicable law.

Social media, blogs, reviews

Any social media posts or comments you send to us (on the Ecomm Hero Academy LTD Facebook pages or associated pages, for instance) will be shared under the terms of the relevant social media platform (e.g. Facebook / Twitter) on which they are written and could be made public.

Other people, not us, control these platforms. We are not responsible for this kind of sharing. We recommend you should review the terms and conditions and privacy policies of the social media platforms you use. That way, you will understand how they will use your information, what information relating to you they will place in the public domain, and how you can stop them from doing so if you are unhappy about it.

Any blog, review or other posts or comments you make about us, our products and services on any of our blogs, reviews or user community services will be shared with all other members of that service and the public at large. Any comments you make on these services and on social media in general must be not offensive, insulting or defamatory. You are responsible for ensuring that any comments you make comply with any relevant policy on acceptable use of those services.

How long do we keep your information for?

To make sure we meet our legal data protection and privacy obligations, we only hold on to your information for as long as we actually need it for the purposes we acquired it for in the first place.

In most cases, this means we will keep your information for as long as you continue to use our services having expressed interest in them, and for a reasonable period of time afterwards if you



stop doing so, to see if we can persuade you to come back to us. After that we will delete it other than where we lawfully can keep any data for audit or legal reasons.

We shall keep data on our prospect database for not longer than 3 years from receipt subject to an individual's right to unsubscribe or be forgotten at any time.

Access to your Information

You can write to us at any time to obtain details of the personal information we may hold about you. Please write to: info@ecommheroacademy.com Ecomm Hero Academy LTD, Sterling House, Fulbourne Road, London, E17 4EE.

Please quote your name and address together with your mobile and/or email address (if relevant). We would be grateful if you could also provide brief details of what information you want a copy of (this helps us to more readily locate your data).

We will take all reasonable steps to confirm your identity before providing you with details of any personal information we may hold about you.

Information Security

Ecomm Hero Academy LTD recognises that its customers are increasingly concerned about how companies protect personal information from misuse and abuse and about privacy in general. Ecomm Hero Academy LTD is constantly reviewing and enhancing its technical, physical and managerial procedures and rules to protect your personal data from unauthorised access, accidental loss and/or destruction. We use industry standard TLS certificates to provide encryption of data in transit, for example, all access to Ecomm Hero Academy LTD's websites and management portals is covered by HTTPS.

Please be aware that communications over the Internet, such as emails/webmails, are not secure unless they have been encrypted. Your communications may route through a number of countries before being delivered - this is the nature of the World Wide Web/Internet. Ecomm Hero Academy LTD cannot accept responsibility for any unauthorised access or loss of personal information that is beyond our control.

Privacy Support

Ecomm Hero Academy LTD reserves the right to amend or modify this Privacy Policy Statement at any time and in response to changes in applicable data protection and privacy legislation.

If we decide to change our Privacy Policy, we will post the changes on our website so you know what information we collect and how we use it. If at any point we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we will



tell you. You will have a choice as to whether or not we are able to use your information in this different manner.

If you have any enquiry about Ecomm Hero Academy LTD's privacy policy or practices, please send an email to: info@ecommheroacademy.com

Monitoring and or recording of all your Communications

Monitoring or recording of your calls, emails, text messages and other communications may take place in accordance with UK law, and in particular for business purposes, such as for quality control and training, to prevent unauthorised use of Ecomm Hero Academy LTD's websites, to ensure effective systems operation and in order to prevent or detect crime.