

COPILOT
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Privacy Policy

Copilot Care

Effective date: January 5, 2023

Social Good, LLC d.b.a. Copilot ("us", "we", or "our") operates the gocopilot.org website and Copilot Care (the "Service"). This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy Policy have the same meanings as in our Terms and Conditions, accessible from gocopilot.org.

Information Collection and Use

We collect several different types of information for various purposes to provide and improve our Service to you.

Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address
- First name and last name
- Company
- Title

- Phone number
- Address, State, Province, ZIP/Postal code, City, Country
- Cookies and Usage Data

If you are simply browsing and do not register or buy a product or service, you can visit Gocopilot.org anonymously.

Also note that for any free services or packages you do not need to provide us with your payment information.

Usage Data

We may also collect information how the Service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

If you are redirected to an offsite payment gateway to complete your payment, we may store this information in a temporary session variable to setup your account when you return to our site.

At checkout, we may also collect your billing address and phone number. This information is used to confirm your credit card. The billing address and phone number are saved by our site to prepopulate the checkout form for future purchases and so we can get in touch with you if needed to discuss your order.

At checkout, we may also collect your credit card number, expiration date, and security code. This information is passed to our payment gateway to process your purchase. The last 4 digits of your credit card number and the expiration date are saved by our site to use for reference and to send you an email if your credit card will expire before the next recurring payment.

When logged in the website or Copilot web portals, we use cookies to track some of your activity on our site including logins, visits, and page views.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Please note that if you allow Cookies to be enabled, Gocopilot.org will make use of these in order to recognize your browser and remember pieces of information for your next visit to the site to make your experience faster and more convenient. This allows us to personalize your time on the Gocopilot.org website and recognize your preferences so that we can better meet your needs. Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.

Use of Data

Copilot uses the collected data for various purposes:

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues

The above information provided to us may be used by us to process sales transactions for products or services purchased through Gocopilot.org.

We may also send you emails from time to time relating to the order that you made through Gocopilot.org. These periodic emails will be sent to the email address that you provided for processing your order.

We may share your information with trusted 3rd parties that assist Gocopilot.org in running our website and conducting our business provided that these 3rd parties agree to keep your information confidential.

We may also provide your information for the purposes of complying with law, enforcing our website's policies or to protect ours or others' rights, safety or property.

Please note that non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

Transfer of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside Serbia and choose to provide information to us, please note that we transfer the data, including Personal Data, to Serbia and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

Copilot will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

How Gocopilot.org does not use this information

Under no circumstances will Gocopilot.org sell, exchange, transfer or share users public or private information with any other company without your consent, unless doing so is expressly for the purpose of delivering to you the product or service that you have purchased through Gocopilot.org.

Disclosure of Data

Legal Requirements

Copilot may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation
- To protect and defend the rights or property of Copilot
- To prevent or investigate possible wrongdoing in connection with the Service
- To protect the personal safety of users of the Service or the public
- To protect against legal liability

Security of Data

Gocopilot.org is equipped with a number of security features in order to keep your personal information safe. These measures protect your safety while you are buying a service, registering your information and when you enter login details to access your personal information.

Gocopilot.org is run on a secure server, through which all personal information (including payment details) are sent by SSL (Secure Socket Layer) encryption to our payment gateway system for maximum safety. These details are only accessible to authorized personnel with the required high level of access rights. Those personnel are also held to this Privacy Policy and its confidentiality requirements.

Please note that following the completion of a purchase or refund transaction, your private information will not be stored on the Gocopilot.org servers.

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

Google AdWords

Google AdWords is a web analytics service. You can visit their Privacy Policy page here:

<https://adwords.google.com>

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

Please note that these 3rd party sites are subject to their own respective privacy policies. Gocopilot.org holds no responsibility or liability for the content and activities on these sites.

The Privacy of Minors

Our Service does not address anyone under the age of 18 ("minors").

We do not knowingly collect personally identifiable information from anyone under the age of 18. If you are a parent or guardian and you are aware that your minor has provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from minors without verification of parental consent, we take steps to remove that information from our servers.

Terms of Service

Please also visit and read our Terms of Service. They clearly lay out the use, disclaimers, and limitations of liability governing the use of our website and Services.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on our website at gocopilot.org.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on the gocopilot.org website.

Consent

By using and visiting Gocopilot.org and/or its Services, you consent to our online Privacy Policy.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

Email: cary@gocopilot.org

Address: PO Box 23240, Richfield, MN 55423

Tel: +1 612.724.1655

THANKS FOR YOUR INTEREST IN COPILOT

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Terms of Service

Copilot Care

These Terms of Service govern your use of the Gocopilot.org website and Social Good, LLC (d.b.a. Copilot) Copilot Care Services. You are required to read these Terms of Service carefully before making use of the Gocopilot.org website and its content, materials, features, tools and products (hereafter referred to as "Services").

Acceptance of Terms

By visiting the Gocopilot.org website (hereafter referred to as "the Site") and accessing the information, resources, products and services that we provide, users are declaring their understanding and acceptance of the following Terms and Conditions as stated within this policy (hereafter referred to as "Terms of Service"), along with the Terms and Conditions as provided in the Privacy Policy (please refer to the Privacy Policy for further information).

Users' Responsibility

Users are solely responsible for maintaining the confidentiality of their password to Gocopilot.org and for all activities resulting from the use of their password and conducted on or through Gocopilot.org. Services are available only to individuals who are at least 18 years old.

Gocopilot.org reserves the absolute right to change or vary these Terms of Service without any notice

The user acknowledges being under constructive notice to periodically review these Terms before making use of Gocopilot.org and its Services in order to become aware of any modifications or changes. Users' continued use of the Site after any changes have been made constitutes both acknowledgement and agreement to all Terms.

Description of the Gocopilot.org Service

The Site offers online maintenance and support services for owners of WordPress operated websites. The full range of services offered includes, but is not limited to:

- Such Services that Gocopilot.org makes available either for free or to paying-monthly subscribers or purchasers of One-Time Support;

- Such Services that Gocopilot.org performs either for free or to monthly subscribers or purchasers of One-Time Support;
- Such Services (including, but not limited to blog posts, step-by-step guides and video tutorials) displayed, transmitted or featured on the Site or provided through any of its Services.

The support plans are set to renew automatically, and the user has full control over that within their Gocopilot.org account, where they can cancel the service and the auto-renewal of the plan at any point in time.

Access Restrictions

In the event of equipment malfunction, maintenance, repair or updating of the Site or due to any occurrence either within or outside the control of Gocopilot.org, your access to the site may be interrupted from time to time. Gocopilot.org reserves the absolute right to discontinue or suspend access or availability to the Site and/or any of its Services or to remove, modify, update or change any content at any time at its sole discretion.

Fair Use Policy

Gocopilot.org offers its service subject to user's agreement to a Fair Use policy.

- **Paid Monthly Subscriptions** – Gocopilot.org offers its paid subscribers monthly maintenance packages subject to this Fair Use policy. If usage of the subscription services is deemed by Gocopilot.org to fall outside of the Fair Use will be subject to an additional supplementary fee to be decided on a case-by-case basis at the sole and absolute discretion of Gocopilot.org. If this applies to a customer's maintenance requirements, they will be advised of this. The customer has the option to cancel the service and receive a full refund for that month if they do not wish to pay the supplementary fee. Unused support hours are not being carried over from one billing period to the next.

Limitation of Liability for 3rd Parties

Gocopilot.org does not assume any liability for any content posted by a user or any other 3rd party user of this Site. Users are advised that any content they post on the Site via any open communication tools (such as Comments to blog posts) becomes property of Gocopilot.org, subject to it not violating or infringing upon any 3rd parties' copyrights or trademarks. As such, Gocopilot.org will hold perpetual, irrevocable, worldwide, and royalty-free license to reproduce, modify, translate, publish, display and distribute the content.

Limitation of Liability for Loss or Damage

Users expressly understand and agree that any claim against Gocopilot.org is limited to the precise amount paid, if any, by users of Services. Gocopilot.org will not be liable for any direct, indirect, incidental, consequential or exemplary loss or damage which may be incurred by users as a result of any modifications, data loss, corruption of data, cancellation of services, loss of access, attempted fix, execution of Services or downtime to the full extent that application limitation of liability laws apply.

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Release and Indemnity

Users agree to expressly and irrevocably release and forever discharge, indemnify and hold harmless Gocopilot.org and its parent company, affiliated companies, their directors, officers, managers, employees, agents, representatives, independent and independent contractors, licensees and licensors from and against any and all of the following arising directly or indirectly out of their use of the Site, its Services including attempted fixes: causes of action, suits, proceedings, liability, debts, judgments, losses or damages, claims and demands whatsoever in law or equity and costs and expenses including, but not limited to, reasonable attorneys' fees which result from any breach or violation of these Terms of Service or the failure of the user or any other 3rd party using their Gocopilot.org account, username or password to fulfill any obligations notified herein.

Gocopilot.org reserves the right to take over the exclusive defense of any claim for which it is entitled to indemnification under these Terms of Service. In such an event, a user shall provide Gocopilot.org with such cooperation as is reasonably requested by the Site.

Limitation of Warranties and Representations

Users of this Site understand and agree that the services and resources provided by Gocopilot.org are on an "as is" and "as available" basis. As such, Gocopilot.org does not warrant or represent that:

- Using Gocopilot.org and its Services will meet your needs or requirements;
- Using Gocopilot.org and its Services will be uninterrupted, secure, timely or free from errors;
- Using Gocopilot.org and any of the information provided through our products, tools, service or resources will be accurate or reliable;

Users also understand and agree that:

- Any content that is downloaded, accessed or obtained through Gocopilot.org or any of the products, tools, services or resources including its blog, is done so at the discretion and risk of the user;
- The user bears sole responsibility for any damage to their computer(s), device(s) and for any loss of data that may result from the downloading or accessing Services (including attempted fixes) or content through Gocopilot.org or its blog;
- Gocopilot.org is not responsible for any damage to users' computers, websites or their content in the instances where such content is transferred to 3rd party or remote servers. The responsibility of loss or damages incurred in those circumstances will lie solely with the operators of 3rd party or remote servers.
- No express or implied information or advice that is obtained via oral or written format by a user of Gocopilot.org or its Services shall in any way constitute a warranty or guarantee.

Copyrights and Trademarks

All Services available on www.Gocopilot.org, including but not limited to text, graphics, website name, code, images and logos are the intellectual property of Gocopilot.org, and are protected by applicable copyright and trademark law. Any inappropriate use, including but not limited to the reproduction, distribution, display or transmission of any content on this site is strictly prohibited, unless specifically authorized by Gocopilot.org.

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All Services available on www.Gocopilot.org, including but not limited to text, graphics, website name, code, images and logos are the intellectual property of Gocopilot.org, and are protected by applicable copyright and trademark law. Any inappropriate use, including but not limited to the reproduction, distribution, display or transmission of any content on this site is strictly prohibited, unless specifically authorized by Gocopilot.org.

Refunds

****If a Subscriber** has renewed their service at Gocopilot.org and requests a refund, Copilot may charge a cancellation fee of 20% of the total amount to cover any fees related to the cancellation. Only the last renewal can be refunded since Gocopilot.org performs general maintenance on the site on a daily basis, and the service is always active.

Contact Us

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Address: PO Box 23240, Richfield, MN 55423

Tel: +1 612.724.1655

THANK YOU