

Privacy Policy

Effective Date: August 15, 2025

Last Updated: August 15, 2025

Osbrook Group ("Company," "we," "our," or "us") is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, and share your information when you visit our website at **osbrookgroup.com** ("Website") or use any related services (collectively, the "Services"). By using our Services, you agree to the terms of this Privacy Policy.

1. Information We Collect

We may collect the following types of information:

A. Information You Provide Directly

- Name, email address, phone number, postal address.
- Account registration details (username, password).
- Any information submitted via forms or inquiries.

B. Information Collected Automatically

- IP address and device type.
- Browser type and operating system.
- Pages visited, time spent, and navigation patterns.
- Cookies and tracking technologies (see Section 7).

C. Information from Third Parties

- Social media platforms (if you connect your account).
- Advertising partners and analytics providers.

2. How We Use Your Information

We use your information to:

- Provide, operate, and improve our Services.
- Personalize your experience.
- Process payments (if applicable).
- Communicate with you (including sending newsletters and marketing).
- Analyze site usage and performance.
- Comply with legal obligations.

3. Legal Bases for Processing (GDPR)

For visitors from the European Economic Area (EEA), the United Kingdom, or Switzerland, we process personal data based on:

- **Consent** (e.g., marketing emails, cookies).
- **Contract performance** (e.g., providing services you request).
- **Legal obligations** (e.g., tax or compliance requirements).
- **Legitimate interests** (e.g., improving website functionality).

4. Sharing Your Information

We may share your information with:

- **Service providers** (e.g., hosting, payment processing, analytics).
- **Business partners** for joint marketing efforts.
- **Legal authorities** when required by law.
- **Successors** in case of a merger, sale, or acquisition.

We do **not** sell personal information to third parties.

5. Your Rights

Under GDPR (EEA, UK, Switzerland residents):

- Access, correct, or delete your personal data.
- Restrict or object to data processing.
- Data portability.
- Withdraw consent at any time.

Under CCPA (California residents):

- Know what personal data we collect, use, and disclose.
- Request deletion of your data.
- Opt out of the sale of personal data (we do not sell data).
- Non-discrimination for exercising your rights.

To exercise your rights, contact us at **info@osbrookgroup.com**.

6. Data Retention

We retain personal information only as long as necessary to fulfill the purposes outlined in this policy, unless a longer retention period is required by law.

7. Cookies & Tracking Technologies

We use cookies, pixels, and other tracking technologies to:

- Operate and secure the Website.
- Measure site performance.
- Remember your preferences.
- Deliver relevant advertisements (if applicable).

Types of cookies:

- **Essential cookies** – Required for core functionality.
- **Analytics cookies** – Help us understand visitor interactions (e.g., Google Analytics).
- **Advertising cookies** – For targeted advertising.
- **Functional cookies** – Enable personalization.

You can control cookies through your browser settings or via our **Cookie Settings** tool (if available).

For EEA/UK/Switzerland residents, non-essential cookies will only be set with your consent.

8. Data Security

We implement reasonable technical and organizational measures to protect your information from unauthorized access, loss, misuse, or disclosure. However, no method of transmission or storage is 100% secure.

9. International Data Transfers

If you are located outside the country where our servers are hosted, your data may be transferred and processed in a country with different data protection laws. We will take steps to ensure your data is protected in line with this policy.

10. Children's Privacy

Our Services are not directed to individuals under 18, and we do not knowingly collect personal data from minors. If we learn that a child has provided personal information, we will delete it promptly.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with the updated "Last Updated" date. Your continued use of the Services after changes are posted indicates your acceptance.

12. Contact Us

If you have any questions or concerns about this Privacy Policy or our practices, contact us at **info@osbrookgroup.com**.