

PRIVACY POLICY

Effective Date: January 1, 2025

At Clockwork & Cursive LLC we respect your privacy and are committed to protecting the personal information you share with us. This Privacy Policy outlines how we collect, use, and safeguard your information when you visit our website and interact with our services.

1. Information We Collect

We may collect information in the following ways:

A. Personal Information:

When you fill out a contact form, sign up for a consultation, or engage with us in other ways, we may collect personal information such as:

- Name
- Email address
- Phone number
- Company name (if applicable)
- Other details necessary to provide our services

B. Usage Information:

Wix (Web Hosting Service) may automatically collect certain information when you visit our website, including:

- IP address
- Browser type and version
- Referring URL
- Pages viewed
- Time spent on each page

This information is collected through cookies and similar tracking technologies.

2. How We Use Your Information

We may use the information we collect to:

- Provide you with the services you request (e.g., consultations, strategy packages, etc.)
- Communicate with you regarding your inquiries or updates about our services
- Improve our website's functionality and user experience
- Send newsletters, updates, or marketing materials, if you've opted in
- Comply with legal obligations or enforce our terms and conditions

Clockwork & Cursive will not sell, rent, or share your personal information with third parties for their own marketing purposes.

3. How We Protect Your Information

We take the security of your personal information seriously. We implement appropriate administrative, technical, and physical measures to protect your information from unauthorized access, use, alteration, or disclosure.

However, please note that no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your personal information, **we cannot guarantee absolute security.**

4. Cookies and Tracking Technologies

Wix uses cookies and similar tracking technologies to collect usage information and improve the performance of our website. Cookies are small files that are stored on your device and allow us to recognize you when you return to our site.

You can set your browser to refuse cookies or alert you when cookies are being sent. However, some parts of the website may not function properly without them.

5. Sharing Your Information

We may share your personal information with trusted third-party service providers to help us operate our business and provide services to you. These may include:

- Web hosting services
- Email marketing platforms
- Payment processors
- Legal and regulatory authorities when required by law

These third parties maintain the confidentiality and security of your personal information under their own privacy agreements.

6. Your Data Protection Rights

Depending on your location, you may have certain rights regarding your personal information, including:

- The right to access the personal data we hold about you
- The right to correct any inaccurate or incomplete information
- The right to request the deletion of your personal data, under certain conditions
- The right to object to or restrict our processing of your personal data
- The right to withdraw your consent at any time

If you wish to exercise any of these rights, please contact us at andrea@clockworkcursive.com

7. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of these external sites. We encourage you to review the privacy policies of any third-party websites you visit.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any updates will be posted on this page with the updated effective date.

9. Contact Us

If you have any questions about this Privacy Policy or our data practices, please contact us at:

Clockwork & Cursive
PO Box 150153 Grand Rapids, MI 49513
andrea@clockworkcursive.com

Terms of Service

Effective Date: January 1, 2025

These Terms of Service ("Terms") govern your access to and use of Clockwork & Cursive LLC's website and services. By using our website and services, you agree to be bound by these Terms. If you do not agree with any part of these Terms, you must not use our website or services.

1. Services Provided

Clockwork & Cursive LLC provides consulting, data-driven strategies, writing services, training, and other related services aimed at improving healthcare operations and communications. Our services include, but are not limited to, strategy development, data literacy training, policy writing, communication planning, and ongoing consulting.

2. User Responsibilities

By using our website and services, you agree to:

- Provide accurate and complete information when contacting us or engaging with our services.
- Use our website and services for lawful purposes only, and refrain from using them for any unlawful activities.
- Not attempt to gain unauthorized access to any part of our website, network, or systems.

3. Payment and Fees

You agree to pay the fees for services as outlined in the service package descriptions. Payments must be made in accordance with the payment terms specified at the time of purchase.

- **One-Time Services:** Full payment is required upfront unless otherwise agreed upon.

- **Ongoing Services (Retainers):** Payments are due on a monthly basis, and late payments will result in the suspension of services until payment is received.
- **In-Person Meetings:** If applicable, the client is responsible for covering travel-related expenses, including flights, lodging, and transportation, unless otherwise specified.

For subscription-based services (retainers), you may receive a 10% discount for commitments to 12-month agreements.

4. Service Availability

While we make every effort to provide continuous and uninterrupted service, Clockwork & Cursive LLC does not guarantee that the website or services will be free from errors, downtime, or delays. We reserve the right to modify or discontinue our services at any time.

5. Confidentiality

We take your privacy seriously and are committed to safeguarding your confidential information. By using our services, you agree to keep all sensitive information shared during the course of our work confidential, and not to disclose it to third parties without prior consent, except as required by law.

6. Limitation of Liability

To the fullest extent permitted by law, Clockwork & Cursive LLC shall not be liable for any indirect, incidental, special, or consequential damages arising from the use or inability to use our website or services, even if we have been advised of the possibility of such damages.

Our liability is limited to the amount paid for the services in question during the 12-month period prior to the occurrence of the event giving rise to the liability.

7. Intellectual Property

All content, materials, and intellectual property created as part of our services, including documents, strategies, policies, and communication plans, are the property of Clockwork & Cursive LLC unless otherwise agreed upon in writing. You are granted a limited, non-exclusive license to use the deliverables for their intended purpose.

8. Termination

Either party may terminate the agreement at any time by providing 30 days written notice to the other party. If you terminate the agreement, you will be responsible for paying for services rendered up until the termination date.

We reserve the right to terminate or suspend your access to our services if you breach these Terms or if we believe you are engaging in unlawful or inappropriate behavior.

9. Indemnification

You agree to indemnify and hold harmless Clockwork & Cursive LLC and its employees, agents, and partners from any claims, damages, liabilities, or expenses (including legal fees) arising out of your use of our website or services, including any violation of these Terms.

10. Governing Law

These Terms will be governed by and construed in accordance with the laws of the State of Michigan without regard to its conflict of law principles. Any legal action or proceeding under these Terms shall be conducted in the courts of the State of Michigan.

11. Changes to These Terms

Clockwork & Cursive LLC reserves the right to update or modify these Terms at any time. Any changes will be posted on this page with an updated "Effective Date." It is your responsibility to review these Terms periodically for any updates.

12. Contact Information

If you have any questions or concerns about these Terms of Service, please contact us at:

Clockwork & Cursive LLC
PO Box 150153 Grand Rapids, MI 49513
andrea@clockworkcursive.com