

## Privacy Policy

*Last updated: May 23, 2025*

### 1. Introduction

Soprano (“we,” “us,” or “our”), legally Soprano DBA Gold Mint Group LLC, headquartered in Orlando, Florida, with operations in Colombia, Mexico, the United States, and Canada, is committed to protecting the privacy of visitors to our website ([www.sopranoglobal.com](http://www.sopranoglobal.com)). This Privacy Policy explains how we collect, use, disclose, and safeguard personal data submitted via our contact form or to our address [hello@sopranoglobal.com](mailto:hello@sopranoglobal.com).

### 2. Data Controller

Soprano DBA Gold Mint Group LLC

Email: [hello@sopranoglobal.com](mailto:hello@sopranoglobal.com)

### 3. Information We Collect

We collect information that you voluntarily provide when you:

- Submit inquiries via our website contact form
- Send emails to [hello@sopranoglobal.com](mailto:hello@sopranoglobal.com)

The categories of personal data we collect may include:

- **Contact Information:** Name, email address, phone number, company name, job title
- **Business Details:** Industry vertical, size of company, marketing budget (if provided)
- **Communications:** Any message content, attachments, and preferences you share

### 4. Purpose & Legal Basis for Processing

We process your personal data for the following purposes:

1. **Service Delivery & Support.** To respond to your inquiries, provide proposals, and deliver growth marketing and consulting services.
  - *Legal basis:* Performance of a contract or pre-contractual measures.
2. **Marketing & Outreach.** To create and deliver social-media campaigns and other marketing communications to audiences with profiles similar to yours, and for our internal marketing and business development purposes.
  - *Legal basis:* Our legitimate business interests in growing and sustaining our services, balanced against your privacy rights.
3. **Administration & Compliance.** To maintain records, comply with legal obligations (e.g., anti-spam regulations), and to protect our legal rights.
  - *Legal basis:* Compliance with legal obligations and our legitimate interests.

### 5. How We Share Your Data

We will not sell or rent your personal data. We may share your information with:

- **Service Providers & Sub-processors:** Companies that perform functions on our behalf (e.g., email hosts, CRM platforms, analytics providers). They are contractually bound to use your data only to perform services for us and in compliance with this Policy.
- **Group Entities:** Affiliates within Gold Mint Group for internal marketing and reporting purposes.

- **Legal Authorities:** If required by law, regulation, or to respond to valid legal process.

## **6. International Data Transfers**

Your data may be transferred to and stored in countries where we operate (United States, Canada, Mexico, Colombia). We implement appropriate safeguards, such as Standard Contractual Clauses or Privacy Shield frameworks where applicable, to ensure your data remains protected to U.S. or EU/UK adequacy standards.

## **7. Data Retention**

We retain your personal data only as long as necessary to fulfill the purposes described above, or as required by applicable law (typically up to five years after our last interaction). Thereafter, we will securely delete or anonymize your data.

## **8. Your Rights**

Subject to local law, you have the right to:

- Access, correct, or delete your personal data
- Restrict or object to processing
- Withdraw consent (where processing is based on consent)
- Data portability
- Lodge a complaint with a supervisory authority

To exercise these rights, please contact us at [hello@sopranoglobal.com](mailto:hello@sopranoglobal.com).

## **9. Security**

We employ administrative, technical, and physical safeguards designed to protect your personal data from unauthorized access, disclosure, alteration, or destruction. While we strive to protect your information, no transmission over the Internet is 100% secure.

## **10. Children's Privacy**

Our services are not directed to children under 16. We do not knowingly collect personal data from minors. If we learn we have collected such data, we will delete it promptly.

## **11. Changes to This Privacy Policy**

We may update this Policy to reflect changes in our practices or legal requirements. The "Last updated" date at the top will indicate when it was most recently revised. Please review this page periodically.

## **12. Contact Us**

For questions or concerns about this Policy or our data practices, please email us at:  
**[hello@sopranoglobal.com](mailto:hello@sopranoglobal.com)**

Thank you for trusting Soprano with your information. We value your privacy and are committed to protecting it.