

Privacy Policy

Last updated: October 2025

1. Data Controller Identification

The processing of personal data collected through the digital platforms of C15 Group LLC (hereinafter, “the Company”) is the responsibility of:

- Legal name: C15 Group LLC
- EIN: 37-2072705
- Address: 2105 Vista Oeste NW, Suite E #3230, Albuquerque, NM 87120, United States
- Contact email: info@c15group.com

This Policy applies to all brands, websites, and online consulting and training services managed by the Company.

2. Data Collected

The Company may collect the following categories of data:

- Identification and contact data: name, surname, email, phone.
- Billing and payment data: billing address, tax identification number, transaction information (always processed by secure third-party providers).
- Site usage data: IP address, browser, operating system, approximate location, browsing history on the Company’s websites.
- Service-related data: history of courses, training programs, and consulting services acquired.
- Communications: responses to forms, surveys, or email interactions.

3. Purposes of Processing

Data are processed for the following purposes:

- Manage the provision of consulting and training services.
- Process payments and billing.
- Facilitate access to training platforms and digital materials.
- Send communications related to contracted services.
- Send commercial information (always with prior consent).
- Comply with applicable legal and tax obligations in the U.S. and other jurisdictions.
- Improve services and user experience through statistical analysis and cookies.

4. Legal Basis for Processing

Depending on the purpose, the legal basis will be:

- Performance of a contract: provision of contracted services.
- Compliance with legal obligations: tax, accounting, and regulatory requirements.
- User consent: sending commercial communications and use of non-essential cookies.
- Legitimate interest of the Company: improving services, preventing fraud, and ensuring platform security.

5. Data Retention

Data will be retained for as long as the contractual relationship lasts and subsequently for the periods required by law.

Data for marketing purposes will be retained until the user revokes their consent.

6. Data Disclosure and International Transfers

Personal data may be shared with:

- Technology and payment service providers acting as data processors (e.g., payment platforms, hosting, email marketing systems).
- Tax or regulatory authorities, when required by applicable law.

As C15 Group LLC is headquartered in the United States and operates internationally, data may be transferred outside the user's country of residence. For users located in the European Union, safeguards established by the General Data Protection Regulation (GDPR), including the European Commission's Standard Contractual Clauses, will apply.

7. User Rights

Users may exercise the following rights regarding their data at any time:

- Access: obtain confirmation of whether their data is being processed.
- Rectification: request correction of inaccurate or incomplete data.
- Erasure: request deletion of their data when it is no longer necessary.
- Restriction of processing: request temporary restriction of the use of their data.
- Portability: receive their data in a structured format and transmit it to another controller.
- Objection: object to processing based on legitimate interest or to receiving commercial communications.

To exercise these rights, users must send a request to: info@c15group.com.

For users residing in the European Union, they also have the right to lodge a complaint with the relevant supervisory authority (e.g., Spanish Data Protection Agency).

For users in California (U.S.), the right to request information about the collection, use, and disclosure of data is recognized under the California Consumer Privacy Act (CCPA).

8. Data Security

The Company applies reasonable technical and organizational measures to protect personal data against loss, misuse, unauthorized access, disclosure, or alteration.

However, no system is completely secure, and the Company cannot guarantee absolute data security.

9. Amendments to the Policy

C15 Group LLC reserves the right to modify this Policy at any time.

Modifications will be published at the official URL: <https://www.c15group.com/aspectos-legales>

Continued use of the services after publication of modifications will imply acceptance of the new version of the Privacy Policy.