



Privacy Policy

Welcome to Top Tier Solutions and our website at <https://toptiersolutionscorp.com/>. The protection of your personal information is particularly important to us. Therefore, we would like to ask you to carefully read the following policy. You can rely on transparent and fair data processing, and we strive to handle your data carefully and responsibly.

The following Privacy Policy is intended to inform you about how we use your personal information. In doing so, we adhere to the provisions of New York's Privacy Act (NYPA) and the General Data Protection Regulation (GDPR).

You are not obliged to provide data. Failure to provide it will have no consequences other than that we might not be able to provide our services to you.

"Personal information" means any information relating to an identified or identifiable natural person.

If you have any questions about your personal information, or how we use it, you can contact us.

Information in the context of the use of the website

In principle, it is possible to use the Top Tier Solutions website without providing personal information. When a page of our website is accessed and every time you access our website, usage data is transmitted to us or our web host ([Bluehost](#)) by your Internet browser and stored in log data (so-called server log files).

The corresponding log file contains: Your IP address, the page from which the file was requested, the name of the file, the date and time of the request, the amount of data transferred, the access status (file transferred, file not found, etc.), a description of the type of operating system and web browser used. The stored data does not allow any conclusions to be drawn about your identity and is evaluated exclusively for statistical purposes.

Use of cookies

In order to make visiting our website more attractive and to enable the use of certain functions, we use so-called cookies on various pages. These are small text files that are stored on your device. Some of the cookies we use are deleted at the end of the browser session, i.e., after you close your browser (so-called session cookies). Other cookies remain on your end device and enable us to recognise your browser on your next visit (persistent cookies). You can set your browser in such a way that you are informed about the setting of cookies and decide individually about their acceptance or exclude the acceptance of cookies for certain cases or in general. For further information on the cookies we use, please read our Cookie Policy.

Contact and Quote requests

Enquiries or quote request form may include your name, address, e-mail address, the subject of your contact and your message. As well as your Phone number, Pickup and Drop Off Location and optional other travel details. We process and store the personal data provided in the contact enquiry solely for the purpose of processing and responding to your enquiry and contacting you.

Data collection and use for contract processing and when opening a customer account

We collect personal information when you voluntarily provide it to us in the context of your order, when contacting us or when opening a customer account. Which data is collected can be seen from the respective input forms. We use the data you provide to process the contract and deal with your enquiries. After complete processing of the contract or deletion of your customer account, your data will be blocked for further use and deleted after expiry of the retention periods under tax and commercial law, unless you have expressly consented to further use of your data or we reserve the right to use data



Privacy Policy

beyond this, which is permitted by law and about which we inform you below. The deletion of your customer account is possible at any time and can be done either by sending a message to us.

Data transfer for contract fulfilment

In order to fulfil the contract, Top Tier Solutions passes on your data to the respective payment service provider ([WooCommerce Payments](#)) when you place an order. Depending on which payment service provider you select in the order process we pass on the payment data collected for this purpose to the credit institution commissioned with the payment and, if applicable, to payment service providers commissioned by us. In some cases, the selected payment service providers also collect this data themselves if you create an account with them. In this case, you must register with the payment service provider with your access data during the ordering process. In this respect, the privacy policy of the respective payment service provider applies.

Use of data when registering for the e-mail newsletter

If you register for our newsletter, we will use the data required for this purpose or separately provided by you to regularly send you our e-mail newsletter in accordance with your consent. You can unsubscribe from the newsletter at any time either by sending a message to the contact option described below or via a link provided for this purpose in the newsletter. Our Newsletter provider is Mailpoet.

We use the WordPress Plugin Mailpoet from Automattic Inc, 60 29th Street #343 San Francisco, CA 94110 USA to send our newsletter. This allows us to contact subscribers directly. You can find more information about objection at: <https://kb.mailpoet.com/article/246-guide-to-conform-to-gdpr>

Mailpoet has implemented compliance measures for international data transfers. These measures are based on the EU Standard Contractual Clauses (SCCs). For more information, please visit: <https://kb.mailpoet.com/article/246-guide-to-conform-to-gdpr>

Careers

We are aware of the importance of your data and process the personal data you provide in the application form only for the purpose of effective and correct handling of the application process and for contacting you in the course of the application process. No data will be passed on to third parties without your consent.

In order to protect the security and confidentiality of your data as best as possible, we implement appropriate security measures. Your application documents are transmitted to us in encrypted form by our application system.

We store your data for the above-mentioned purposes until the application process is completed and any relevant deadlines have expired - at the latest six months after receipt of a decision. However, you have the option of us storing your application documents for longer and matching them with other vacancies that match your profile.

To do this, we need your consent, which you can give us by clicking the checkbox before uploading your application documents. In this case, we will store your data for 365 days. You can, of course, revoke your consent at any time without stating reasons.

Updating your information

If you believe that the information, we hold about you is inaccurate or that we are no longer entitled to use it and want to request its rectification, deletion, or object to its processing, please do so within your user account or contact us. For your protection and the protection of all of our users, we may ask you to provide proof of identity before we can answer the above requests.



Privacy Policy

Keep in mind, we may reject requests for certain reasons, including if the request is unlawful or if it may infringe on trade secrets or intellectual property or the privacy of another user. Also, we may not be able to accommodate certain requests to object to the processing of personal information, notably where such requests would not allow us to provide our service to you anymore.

Storage period and deletion

We store your personal information for as long as is necessary to fulfil the intended purpose (e.g., contract fulfilment, answering your enquiries) or for as long as legal retention periods make storage necessary. As long as legal storage obligations, such as NY's tax and commercial law regulations, or other justified reasons that prevent the deletion of your personal information, we will restrict the processing of your data; your data will then be deleted in accordance with the legal regulations.

Data processing due to legal requirements / protection against misuse / rights of third parties

Top Tier Solutions is entitled to process your personal information insofar as this is necessary to fulfil legal obligations. For this purpose, Top Tier Solutions may transfer this data in particular to authorities, law enforcement agencies and courts. In this case, the transfer of your data is required for compliance with a legal obligation to which we are subject. Top Tier Solutions is further entitled to process personal information if and to the extent necessary to detect or prevent misuse of this website or to enforce claims of Top Tier Solutions, its employees, or users, whereby the data processing in these cases is necessary to protect these interests.

Legal defense and enforcement of our rights

The legal basis for the processing of your personal information in the context of legal defense and enforcement of our rights is our legitimate interest.

The purpose of processing your personal information in the context of legal defense and enforcement of our rights is the defense against unjustified claims and the legal enforcement and assertion of claims and rights. Your personal information will be deleted as soon as they are no longer necessary to achieve the purpose for which they were collected.

The processing of your personal information in the context of legal defense and enforcement is mandatory for legal defense and enforcement of our rights. Consequently, there is no possibility for you to object.

SSL encryption

To protect the security of your data during transmission, we use state-of-the-art encryption procedures (e.g., SSL) via HTTPS.

Economic analyses and market research

For business reasons and in order to be able to recognise market trends, wishes of contractual partners and users, we analyze the data we have on business transactions, contracts, enquiries, etc., whereby the group of persons concerned may include contractual partners, interested parties and users of our online offer.

The analyses are carried out for the purpose of business evaluations, marketing, and market research (e.g., to determine customer groups with different characteristics). In doing so, we may, if available, take into account the profiles of registered users together with their details, e.g., regarding services used. The analyses serve us alone and are not disclosed externally, unless they are anonymous analyses with summarized, i.e., anonymized values. Furthermore, we take the privacy of users into consideration and process the data for analysis purposes as pseudonymously as possible and, if feasible, anonymously (e.g., as summarized data).

Google Analytics



Privacy Policy

We use Google Analytics, a service provided by Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. This means that the data collected can in principle be transmitted to a Google server in the USA, whereby the IP addresses are anonymized by means of IP anonymization so that an allocation is not possible. The IP address transmitted by your browser as part of Google Analytics will not be merged with other Google data. You can find more information about data processing by Google in Google's [privacy policy](#). You can object to the collection and processing of this data by Google Analytics by setting an opt-out cookie that prevents the future collection of your data when you visit this website: <http://tools.google.com/dlpage/gaoptout?hl=en>.

Google Maps

We use the Google Maps service on our website. This allows us to show you interactive maps directly on the website and enables you to use the map function conveniently. By visiting the website, [Google](#) receives the information that you have called up the corresponding sub-page of our website. This takes place regardless of whether Google provides a user account via which you are logged in or whether no user account exists. If you are logged in to Google, your data will be directly assigned to your account. If you do not want your data to be associated with your Google profile, you must log out before. Google stores your data as usage profiles and uses them for the purposes of advertising, market research and/or designing its website in line with requirements. Such an evaluation is carried out in particular (even for users who are not logged in) to provide needs-based advertising and to inform other users of the social network about your activities on our website. You have the right to object to the creation of these user profiles, and you must contact Google to exercise this right.

Links to external websites

If web sites of external providers are linked, this privacy policy does not apply to their contents. The data collected by external sites is beyond our responsibility and knowledge and is regulated by the data protection declarations of the respective sites.

Direct marketing

The legal basis for the processing of your personal information in the context of direct marketing measures is either your consent or our legitimate interest in marketing and promoting our courses and services. The purpose of processing your personal information in the context of direct marketing measures is to send information, offers and, if applicable, to promote sales.

Your Rights (NYPA)

You may have the right to request, twice in a 12-month period, the following information about the personal information we have collected about you during the past 12 months:

- the categories and specific pieces of personal information we have collected about you;
- the categories of sources from which we collected the personal information;
- the business or commercial purpose for which we collected or sold the personal information;
- the categories of third parties with whom we shared the personal information; and
- the categories of personal information about you that we sold or disclosed for a business purpose, and the categories of third parties to whom we sold or disclosed that information for a business purpose.

You also may have the right to request that we provide you with (1) a list of certain categories of personal information we have disclosed to third parties for their direct marketing purposes during the immediately preceding calendar year and (2) the identity of those third parties. In addition, you have the right to request that we delete the personal information we have collected from you.

You have the right to opt out of the sale of your information.

To opt out, please contact us.



Privacy Policy

To submit a request related to other rights, you may contact us.

To help protect your privacy and maintain security, we take steps to verify your identity before granting you access to your personal information or complying with your request. To the extent permitted by applicable law, we may charge a reasonable fee to comply with your request.

We will not deny, charge different prices for, or provide a different level or quality of goods or services if you choose to exercise these rights.

Your Rights (GDPR)

You can exercise the following rights at any time by contacting us:

- Right to information about your data stored by us and its processing (Art. 15 GDPR),
- Right to rectification of incorrect personal data (Art. 16 GDPR),
- Right to have your data stored by us deleted (Art. 17 GDPR),
- Right to restriction of data processing if we are not yet allowed to delete your data due to legal obligations (Art. 18 GDPR),
- Right to object to the processing of your data by us (Art. 21 GDPR),
- Right to data portability, provided you have consented to the data processing or have concluded a contract with us (Art. 20 GDPR),

If you have given us consent (Art. 6 (1) lit. a GDPR or Art. 9 (2) lit. a GDPR), you may revoke this consent at any time with future effect. We encourage you to get in touch if you have any concerns with how we collect or use your personal information.

Collection and disclosure

During the prior 12-month period, we may have:

a) Collected the following categories of personal information about you:

- identifiers such as a real name, alias, postal address, unique personal identifier (such as a device identifier; cookies, beacons, pixel tags, mobile ad identifiers and similar technology; customer number, unique pseudonym, or user alias; telephone number and other forms of persistent or probabilistic identifiers), online identifier, Internet Protocol address, email address, account name;
- signature, bank account number, credit card number, debit card number, and other financial information;
- commercial information, including records of personal property, products or services purchased, obtained, or considered, and other purchasing or consuming histories or tendencies;
- Internet and other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding your interaction with websites, applications or advertisements;
- geolocation data;
- audio, electronic, visual, and similar information;
- professional or employment-related information; and
- inferences drawn from any of the information identified above to create a profile about you reflecting your preferences.

b) Collected personal information about you from the following categories of sources:

- from you, for example, through your interaction with the website;
- third parties such as your employer, company administrator or business partner, through their use of the website;



Privacy Policy

- our affiliates;
- social media networks;
- personal information contained in forums, blogs, and testimonials you provide or that we obtain from publicly available sources (such as social media channels);
- marketing and business information enrichment sources; and
- advertising networks.

c) Collected personal information about you for the following business or commercial purposes:

- performing services, including maintaining or servicing accounts, providing customer service, processing or fulfilling orders and transactions, verifying customer information, processing payments, providing advertising or marketing services, providing analytics services, or providing similar services;
- auditing related to a current interaction with you and concurrent transactions, including, but not limited to, counting ad impressions to unique visitors, verifying positioning and quality of ad impressions, and auditing compliance;
- short-term, transient use, including, but not limited to, the contextual customization of ads shown as part of the same interaction;
- detecting security incidents, protecting against malicious, deceptive, fraudulent, or illegal activity, and prosecuting those responsible for that activity;
- debugging to identify and repair errors that impair existing intended functionality;
- undertaking internal research for technological development and demonstration; and
- undertaking activities to verify or maintain the quality or safety of a service or device that is owned, manufactured, manufactured for, or controlled by us, and to improve, upgrade, or enhance the service or device that is owned, manufactured, manufactured for, or controlled by us.

d) Disclosed for a business purpose the following categories of personal information about you:

- identifiers such as a real name, alias, postal address, unique personal identifier (such as a device identifier; cookies, beacons, pixel tags, mobile ad identifiers and similar technology; customer number, unique pseudonym, or user alias; telephone number and other forms of persistent or probabilistic identifiers), online identifier, Internet Protocol address, email address, account name;
- signature, bank account number, credit card number, debit card number, and other financial information;
- commercial information, including records of personal property, products or services purchased, obtained, or considered, and other purchasing or consuming histories or tendencies;
- Internet and other electronic network activity information, including, but not limited to, browsing history, search history, and information regarding your interaction with websites, applications or advertisements;
- geolocation data;
- audio, electronic, visual, and similar information;
- professional or employment-related information; and
- inferences drawn from any of the information identified above to create a profile about you reflecting your preferences.

e) Shared your personal information for the business purposes described above with the following categories of third parties:

- our affiliates and subsidiaries;
- vendors who provide services on our behalf;
- persons connected to your business, such as your employer, company administrator or business partner;
- our customers and partners, to inform them about their users' use of our services and website;



Privacy Policy

- our joint marketing partners, sales partners and other business partners; and
- third-party marketers (who may combine your personal information with their own records, and records available from other sources), for their own direct marketing purposes, and the direct marketing purposes of other third-party marketers.

Social Media

Social networks

We operate pages in social networks for the purpose of information, communication, and interaction. When visiting these pages, personal data of the user is processed, including the content shared by the user, the usage behavior, the name given, and other information stored by the user in his profile.

The data entered by the user, in particular the username and the content published under the user's account, are processed by us insofar as we share or respond to posts of the user, if applicable, or also write posts from us that refer to a user's account. We reserve the right to process information provided by users to us or in public posts (e.g., comments), especially regarding the user's political opinions.

The data is processed on the basis of our legitimate interest in using social networks as a means of information, communication and interaction.

Social plug-ins

Social plug-ins from the providers listed below are used on our websites. You can recognise the plug-ins by the fact that they are marked with the corresponding logo. Information, which may also include personal data, may be sent to the service provider via these plug-ins and used by the service provider. We prevent the unconscious and unintentional collection and transmission of data to the service provider by using a 2-click solution. To activate a desired social plug-in, it must first be activated by clicking on the corresponding button. Only this activation of the plug-in also triggers the collection of information and its transmission to the service provider.

We do not collect any personal data by means of the social plug-ins or about their use. We have no influence on what data an activated plug-in collects and how it is used by the provider. At present, it must be assumed that a direct connection to the provider's services is established and that at least the IP address and device-related information is collected and used. There is also the possibility that the service providers try to save cookies on the computer used. Please refer to the privacy policy of the respective service provider to find out which specific data is collected and how it is used.

Changes and updates to the privacy policy

We kindly ask you to regularly inform yourself about the content of our privacy policy. We will amend the privacy policy as soon as changes to the data processing activities we carry out make this necessary. We will inform you as soon as the changes require an act of cooperation on your part (e.g., consent) or other individual notification.

Queries and Complaints

Any comments or queries on this policy should be directed to us. If you believe that we have not complied with this policy or acted otherwise than in accordance with data protection law, then you should notify us.