

Privacy Policy

Effective Date: March 18, 2024

Last Updated: July 25, 2025

At True Hotel Academy, we respect and protect the privacy of our users. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you visit or interact with our services on <https://www.truehotelacademy.com> ("Website").

By using our Website, you consent to the practices described below. If you do not agree, please discontinue use of our services.

1. Information We Collect

1.1 Personal Information

We may collect the following when you register, purchase a course, or use our platform:

- Full name
- Email address
- Course preferences or history
- Account credentials

1.2 Non-Personal Information

We also collect information automatically, such as:

- Browser type and version
- IP address and geolocation
- Device type and operating system
- Referring links
- Page visits and time spent

2. How We Use Your Information

2.1 Service Delivery & Improvement

We use your information to:

- Provide access to your account and content
- Improve our courses and platform usability
- Provide customer service and support

2.2 Communications

You may receive:

- Transactional and account-related emails
- Marketing emails (opt-out option always included)

2.3 Legal Compliance & Security

We may disclose your data when legally required to:

- Respond to law enforcement or legal process
- Investigate or prevent fraud, security breaches, or abuse
- Protect our rights, safety, or other users

3. Cookies and Tracking

We use cookies and similar technologies to analyze user behavior and personalize your experience. You can manage cookie preferences via your browser settings. Disabling cookies may affect site functionality.

4. Data Security

We use encryption, secure servers, and industry-standard safeguards. However, no method of online transmission is 100% secure. You use our platform at your own risk.

5. Third-Party Services

We may use trusted vendors for:

- Payment processing
- Email communications
- Hosting and analytics

These providers have access only to the data needed to perform their services and are not permitted to use it for other purposes.

6. Your Rights

6.1 Access & Corrections

You may view or update your personal information by logging into your account or contacting us.

6.2 Data Deletion & Portability

You may request a copy of or deletion of your data. We reserve the right to retain some records for legal and accounting obligations.

7. Children's Privacy

This platform is not intended for users under 13 years old. We do not knowingly collect personal data from children. If we become aware of such data, we will delete it immediately.

8. Data Location

Your information may be stored and processed on servers in the United States or other jurisdictions. By using our services, you consent to this transfer.

9. Limitation of Liability

To the maximum extent permitted by law, True Hotel Academy and its affiliates are not liable for indirect, incidental, or consequential damages resulting from the use or inability to use this site or services, even if advised of the possibility of such damages.

10. Changes to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a new "Effective Date." Continued use of our services implies acceptance of any changes.

11. Contact Us

If you have questions or requests about this Privacy Policy, contact us at:

True Hotel Academy

Email: media@truehotelacademy.com

Governing Law

This Privacy Policy shall be governed by and interpreted in accordance with the laws of the State of California, United States. Any disputes relating to this policy will be subject to the exclusive jurisdiction of the state and federal courts located in San Diego County, California.

Dispute Resolution & Arbitration

Any disputes arising under or in connection with this Privacy Policy shall be resolved through binding arbitration conducted in San Diego County, California, in accordance with the rules of the American Arbitration Association. You agree to waive any right to a jury trial or to participate in a class action.

Limitation on Claims

Any claim related to the use of our services or this Privacy Policy must be brought within one (1) year of the event giving rise to the claim.

Terms of Service

Effective Date: March 18, 2024

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Welcome to www.truehotelacademy.com ("Website"). This Website is operated by True Hotel Academy ("Company," "we," "us," or "our"). By accessing or using our Website and services, you ("User," "you," or "your") agree to comply with and be bound by the following Terms of Service ("Terms"). If you do not agree with these Terms, please do not use our Website.

1. Use of the Website

1.1 Eligibility

You must be at least 18 years old to use this Website. By using the Website, you represent and warrant that you meet this age requirement.

1.2 Account Registration

To access certain features of the Website, including purchasing courses, you may be required to register an account. You agree to provide accurate, current, and complete information during the registration process. You are responsible for maintaining the confidentiality of your account credentials and for all activities that occur under your account.

2. Course Access and Usage

2.1 License to Use

Upon purchasing a course, we grant you a limited, non-transferable, non-exclusive license to access and use the course content for personal, non-commercial use only. All rights, title, and interest in and to the course content, including all intellectual property rights, are and will remain the exclusive property of True Hotel Academy and its licensors.

2.2 Prohibited Activities

You agree not to:

- Reproduce, distribute, publicly display, or create derivative works from any content on the Website without prior written consent from True Hotel Academy.
- Share your login credentials or access to any course with others.
- Use any course content for commercial purposes or in any manner that competes with the services provided by True Hotel Academy.

3. Intellectual Property Rights

All materials on this Website, including but not limited to text, images, graphics, logos, videos, and software, are the intellectual property of True Hotel Academy or its content suppliers and are protected by applicable intellectual property laws. Unauthorized use may violate copyright, trademark, and other laws.

4. Payment and Refunds

4.1 Payment Terms

You agree to pay all fees and charges associated with your purchase of courses through the Website in accordance with the pricing and payment terms presented at the time of purchase.

4.2 Refund Policy

All sales are final. Once a course has been purchased, no refunds will be issued under any circumstances. By purchasing a course, you agree to this refund policy. We encourage you to review the course description and any previews before purchasing.

5. Promotions and Communications

By registering an account or purchasing a course, you agree to receive promotional emails and communications from True Hotel Academy. You may unsubscribe at any time via the link provided in each email.

6. Disclaimer of Warranties

The Website and all content, products, and services provided through it are offered "as is" and "as available" without warranties of any kind, either express or implied, including but not limited to warranties of merchantability, fitness for a particular purpose, or non-infringement.

7. Limitation of Liability

To the maximum extent permitted by law, True Hotel Academy shall not be liable for any indirect, incidental, special, consequential, or punitive damages, or any loss of profits, revenues, data, use, goodwill, or other intangible losses resulting from:

- Your use or inability to use the Website.
- Unauthorized access to or use of our servers or data.
- Any interruption or cessation of service.

8. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the State of California, United States, without regard to its conflict of law principles. Any disputes arising from these Terms shall be resolved exclusively in the state or federal courts located in San Diego County, California.

9. Changes to the Terms

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will provide notice at least 30 days before new terms take effect. Your continued use of the Website after changes means you accept the revised Terms.

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