

Horizons Cowork Privacy Policy

Last Updated: 03/18/2026

This Privacy Policy (“Policy”) describes how **Purposeful Management Group, a California Stock Corporation, doing business as Horizons Cowork** (“Horizons Cowork,” “we,” “us,” “our”) collects, uses, discloses, and protects information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked with an individual or household (“Personal Information”).

This Policy applies to information we collect when you:

- Visit our website(s) or use online forms that link to this Policy
- Use our internet/Wi-Fi or wired network at our Bakersfield location
- Purchase or use our coworking services (day passes, dedicated desks, day offices, conference/meeting/event/training spaces, virtual office memberships, mail and package services)
- Receive mail or packages through our CMRA address
- Attend or participate in community events hosted at our Center
- Communicate with us (email, phone, text, or in person)

We operate one location only:

Horizons Cowork – 2105 24th Street, Suite 101, Bakersfield, CA 93301

CMRA / Mail Services Address – 2105 24th Street, Suite 400, Bakersfield, CA 93301

1) Important California Notice at Collection

At or before the time we collect Personal Information, California law requires that we provide a notice describing (1) the categories of Personal Information collected and (2) the purposes for which those categories are used.

Categories we may collect are described in Section 3, and **purposes** are described in Section 5.

2) Definitions

- **“Personal Information”** has the meaning under California privacy law and generally includes identifiers, commercial information, internet/network activity, geolocation (if collected), audio/visual information, and inferences.
- **“Sensitive Personal Information”** may include account log-in credentials, precise geolocation (if collected), and certain government identifiers (if collected).

- “Sell” / “Share” have the meanings defined by California law (including “sharing” for cross-context behavioral advertising).
-

3) Personal Information We Collect

We collect Personal Information depending on how you interact with us.

A. Identifiers and Contact Information

- Name, email address, phone number
- Billing address and/or service address
- Company name (if applicable)
- For virtual office or mail services: recipient name(s), business name, mail instructions

B. Account, Membership, and Transaction Information

- Membership type, plan selections (day pass, dedicated desk, office, virtual office)
- Bookings/reservations for meeting rooms, conference rooms, event/training spaces
- Invoices, receipts, and payment confirmation details (payment card data is typically processed by a payment processor; see Section 6)

C. Mail and Package Handling Information (CMRA Services)

- Mail recipient names, mailbox suite designation, package tracking information
- Delivery carrier information, pickup confirmations/signatures (if used)
- Identification details **only if required** to verify pickup or comply with legal/CMRA obligations (limited to what is reasonably necessary)

D. Device, Internet, and Network Activity (Wi-Fi / Wired Network)

- Device identifiers (e.g., MAC address or device ID), IP address
 - Connection logs (date/time connected, session duration), bandwidth usage
 - Basic network security telemetry (e.g., firewall/security event logs)
- We **do not** intentionally collect the contents of communications (like email bodies) simply because you used our Wi-Fi, but network traffic may pass through third-party service providers and security systems.

E. Communications

- Messages you send to us (email, web forms, support requests)
- Call records and/or voicemails (and call recording only where legally permitted with appropriate notice)

F. Audio/Visual and Safety/Security (if applicable at the Center)

- Security camera footage (CCTV) in common areas where posted/allowed by law
- Incident reports relating to safety, security, or rule violations

G. Event Participation (if you attend/host events)

- Registration details (name, email, company)
- Photos/video captured at events (where posted/allowed and/or with consent depending on context)

H. Website Cookies and Similar Technologies

- Browser/device info, pages visited, approximate location derived from IP
 - Analytics data and cookie identifiers (see Section 8)
-

4) How We Collect Personal Information

We collect Personal Information:

1. **Directly from you** (sign-ups, contracts, booking forms, emails, phone calls, in-person)
 2. **Automatically** (website cookies/analytics; Wi-Fi/network logs; security systems)
 3. **From service providers** (payment processors, IT/network security vendors, booking/CRM tools)
 4. **From delivery carriers** (tracking updates or delivery confirmations for packages addressed to you, where relevant to mail/package service)
-

5) How We Use Personal Information

We use Personal Information for the following business purposes:

Providing and administering services

- Create and manage memberships, day passes, and virtual office services
- Process bookings for meeting rooms, conference rooms, event/training spaces
- Provide mail and package pickup services using the CMRA address
- Provide onsite amenities (e.g., printers, community events) and support

Communications

- Send operational/transactional messages (confirmations, invoices, service updates)

- Respond to requests, questions, and support inquiries

Safety, security, and fraud prevention

- Maintain network security and prevent unauthorized access or misuse
- Protect members, guests, staff, and property
- Investigate incidents and enforce our policies and agreements

Operations and improvement

- Improve services, amenities, and user experience
- Monitor capacity and usage patterns (aggregated where possible)

Legal and compliance

- Comply with applicable laws, lawful requests, and enforce agreements

We do not use Sensitive Personal Information to infer characteristics about you. Where we collect Sensitive Personal Information, we use it only as reasonably necessary to provide services, secure the Center, and comply with law.

6) How We Disclose Personal Information

We may disclose Personal Information to:

Service providers and contractors

Vendors who help us operate, such as:

- Payment processors
- IT/network security and internet service providers
- Booking, billing, CRM, email, or customer support tools
- Printing or access-control systems (if used)

They are permitted to use Personal Information only to provide services to us under contract.

Legal, safety, and compliance disclosures

We may disclose information to law enforcement, regulators, courts, or others as required by law or to:

- Respond to subpoenas/court orders
- Protect rights, safety, and security

- Investigate suspected fraud or misuse

Business transfers

If we undergo a merger, acquisition, reorganization, or sale of assets, Personal Information may be transferred subject to appropriate safeguards.

7) “Sale” or “Sharing” of Personal Information (California)

Horizons Cowork does not sell Personal Information for money.

If we engage in online advertising that could be considered “sharing” for cross-context behavioral advertising under California law, we will provide an opt-out mechanism (e.g., “Do Not Sell or Share My Personal Information”) and honor applicable opt-out signals where required.

8) Cookies, Analytics, and “Do Not Track” (Website)

If our website uses cookies or similar technologies, we may use them to:

- Remember preferences
- Understand site performance
- Prevent fraud and improve security
- Measure marketing effectiveness (if used)

Do Not Track: Browser “Do Not Track” signals are not uniformly implemented; if required by California law, we will describe how we respond to such signals in our cookie disclosures. (California also requires conspicuous, accessible privacy disclosures for websites collecting personal data.)

9) Data Retention

We retain Personal Information as long as reasonably necessary to:

- Provide services and maintain your account/membership
- Comply with legal obligations
- Resolve disputes and enforce agreements
- Maintain security logs appropriate for cybersecurity and fraud prevention

Retention periods vary by data type; we may de-identify or aggregate information when feasible.

10) Security

We maintain reasonable administrative, technical, and physical safeguards designed to protect Personal Information. However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security—especially for information transmitted over the internet or Wi-Fi networks.

If a data incident occurs, we will provide notices required by applicable law.

11) Your California Privacy Rights

Depending on your relationship with us and whether California privacy law applies to our business or to particular processing, California residents may have rights such as:

- **Right to know/access** categories and specific pieces of Personal Information we collected
- **Right to delete** Personal Information (with legal exceptions)
- **Right to correct** inaccurate Personal Information
- **Right to opt out** of “sale” or “sharing” (as defined)
- **Right to limit** use/disclosure of Sensitive Personal Information (where applicable)
- **Right to non-discrimination** for exercising privacy rights

How to submit a request

Send your request to: [\[contact@horizonscowork.com\]](mailto:contact@horizonscowork.com)

Or mail to: **Horizons Cowork – Privacy Request**

2105 24th Street, Suite 101, Bakersfield, CA 93301

We may need to **verify your identity** before completing certain requests. If you use an **authorized agent**, we may require proof of authorization and verification consistent with law.

12) Federal Communications & Marketing Choices (Email/SMS)

If we send marketing emails, you can opt out by using the “unsubscribe” link in the email or by contacting us at the email above. (Commercial email practices are governed by federal law such as CAN-SPAM.)

If we send SMS messages, you can opt out by replying **STOP** (where applicable). Message/data rates may apply.

We will still send important service-related messages (e.g., invoices, booking confirmations, policy updates).

13) Children's Privacy

Our services are not directed to children under 16, and we do not knowingly collect Personal Information from children under 16 without appropriate consent or another lawful basis. If you believe a child provided Personal Information, contact us and we will take appropriate steps.

14) Third-Party Links and Services

Our website or services may link to third-party sites or tools. Their privacy practices are governed by their own policies, not ours.

If you use third-party services while connected to our Wi-Fi (e.g., cloud apps, video conferencing), those third parties process your information independently.

15) Changes to This Policy

We may update this Policy from time to time. We will change the "Last Updated" date and post the updated version. If changes materially affect your rights, we will provide additional notice as required by law.

16) Contact Us

Horizons Cowork (Purposeful Management Group, a California Stock Corporation, dba Horizons Cowork)

2105 24th Street, Suite 101

Bakersfield, CA 93301

Email: [contact@horizonscowork.com]

Phone: [661-666-5002]

California Notice at Collection

Horizons Cowork (Purposeful Management Group, a California Stock Corporation, dba Horizons Cowork)

Effective Date: 03/18/2026

Location: 2105 24th Street, Suite 101, Bakersfield, CA 93301

CMRA/Mail Services Address: 2105 24th Street, Suite 400, Bakersfield, CA 93301

This Notice at Collection supplements our Privacy Policy and provides California-required information about the categories of Personal Information we collect and the purposes for which we use it.

Categories of Personal Information We Collect

Depending on how you interact with us (website, memberships, virtual office, mail/package services, events, or Wi-Fi), we may collect:

- 1. Identifiers & Contact Information**
Name, email, phone number, mailing/service address, company name.
- 2. Customer Records & Account Information**
Membership plan details (day passes, dedicated desk, day offices, meeting/conference/event/training bookings), account notes, and related communications.
- 3. Commercial Information**
Purchases, invoices, receipts, and payment confirmations (payment card data is typically handled by our payment processor).
- 4. Mail & Package Handling Information (CMRA Services)**
Recipient names, delivery/tracking details, pickup confirmations/signatures (if used), and limited identity verification information where required to release packages or comply with legal/CMRA obligations.
- 5. Internet/Network Activity Information (Wi-Fi/Wired Internet and website usage)**
IP address, device identifiers (e.g., MAC address), connection logs (date/time, session duration), bandwidth usage, and basic security telemetry.
- 6. Audio/Visual & Safety/Security Information (where applicable)**
Security camera footage (CCTV) in common areas where posted/allowed by law, and incident/security reports.
- 7. Geolocation Data (limited)**
Approximate location derived from IP address and/or location data if you enable it in your device/browser settings (if applicable to our systems).
- 8. Inferences**
Limited inferences drawn from usage patterns to improve services (e.g., capacity planning), typically in aggregated form.

Purposes for Collection and Use

We collect and use Personal Information for these business purposes:

- **Provide services and fulfill requests** (memberships, day passes, bookings, virtual office, mail/package pickup)
- **Customer support and communications** (confirmations, invoices, policy updates, service notices)
- **Safety, security, and fraud prevention** (network security, incident prevention/investigation)
- **Operations and service improvement** (analytics, capacity planning, service optimization)
- **Legal compliance** (responding to lawful requests, enforcing agreements, recordkeeping)

Sensitive Personal Information (If Collected)

If we collect **Sensitive Personal Information** (e.g., login credentials, limited ID verification for package release, or precise location if enabled), we use it only as reasonably necessary to provide requested services, secure operations, and comply with law.

Retention

We retain Personal Information as long as reasonably necessary for the purposes described above, including to provide services, comply with legal obligations, resolve disputes, and maintain security logs.

“Sale” or “Sharing”

Horizons Cowork **does not sell** Personal Information for money. If we use certain online advertising tools that California law may define as “sharing” (cross-context behavioral advertising), you will be able to opt out where required.

Your California Privacy Rights

California residents may have rights to **know/access, delete, correct**, and **opt out** of “sale/sharing” (as defined), and to **not be discriminated against** for exercising rights.

To exercise rights or ask questions:

Email: contact@horizonscowork.com

Mail: **Horizons Cowork – Privacy Request**, 2105 24th Street, Suite 101, Bakersfield, CA 93301

Cookie Policy

Horizons Cowork (Purposeful Management Group, a California Stock Corporation, dba Horizons Cowork)

Last Updated: 03/18/2026

This Cookie Policy explains how Horizons Cowork uses cookies and similar technologies on our websites and online services that link to this Cookie Policy (the “Sites”). It should be read together with our Privacy Policy.

1. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. Cookies help websites recognize your device and store certain information about your preferences or past actions.

We may also use similar technologies such as:

- **Pixels / web beacons** (small images that help measure email or website engagement)
- **Local storage** (browser storage used to remember settings)
- **SDKs** (software development kits used in apps, if we deploy an app in the future)

2. Types of Cookies We Use

Depending on the Site features we enable, we may use:

A. Strictly Necessary Cookies

These are required for the Site to function and cannot be switched off in our systems. Examples include:

- Security cookies (fraud prevention)
- Session management (keeping you logged in, if applicable)
- Load balancing

B. Functional Cookies

These improve functionality and personalization. Examples include:

- Remembering your preferences (language, form inputs)
- Supporting chat or support features (if enabled)

C. Analytics / Performance Cookies

These help us understand how visitors use our Site so we can improve it. Examples include:

- Page visits, time on page, error logs
- Aggregated reporting on Site performance

D. Advertising / Targeting Cookies (If Enabled)

These may be set through our Site by advertising partners to build a profile of your interests and show you relevant ads on other sites.

If we enable these, California law may treat some uses as “sharing” for cross-context behavioral advertising, and you will have opt-out options (see Section 5).

If Horizons Cowork does **not** currently run ads or retargeting, you can keep this section included but note “currently not enabled,” or I can rewrite it to reflect your exact setup.

3. What Information Cookies Collect

Cookies and similar technologies may collect:

- Browser type, device type, operating system
- IP address (often used for approximate location)
- Pages viewed, links clicked, time spent
- Referring/exit pages, basic diagnostics

4. How We Use Cookies

We use cookies to:

- Operate the Site securely
- Remember preferences and improve user experience
- Analyze Site traffic and performance
- (If enabled) deliver and measure advertising and marketing effectiveness

5. Your Choices and Controls

A. Cookie Banner / Preference Center (Recommended)

If we use non-essential cookies (analytics and/or advertising), we recommend providing a cookie banner that allows you to accept/reject categories. Where required, we will only set certain cookies after you make a choice.

B. Browser Controls

Most browsers let you:

- Delete existing cookies
- Block cookies
- Receive a warning before a cookie is stored

Note: If you block strictly necessary cookies, parts of the Site may not function properly.

C. Analytics Opt-Outs

If we use analytics providers, they often provide opt-out tools. (We can list specific provider opt-out links once you confirm which tools you use.)

D. California “Do Not Sell or Share” / Opt-Out of Targeted Advertising (If Applicable)

If we use advertising cookies that may be considered “selling” or “sharing” under California law, California residents can opt out via:

- A “Do Not Sell or Share My Personal Information” link on the Site, and/or
- A cookie preference tool that allows you to disable “Advertising/Targeting” cookies.

E. Opt-Out Preference Signals (Global Privacy Control)

Where required, we will honor recognized opt-out preference signals, such as the **Global Privacy Control (GPC)**, for applicable “sale”/“sharing” activities.

6. Do Not Track

Some browsers offer a “Do Not Track” setting, but there is no consistent industry standard for responding. If legally required, we will explain how we respond to such signals via our cookie preference tools and/or California opt-out mechanisms.

7. Updates to This Cookie Policy

We may update this Cookie Policy from time to time. We will revise the “Last Updated” date and post the updated policy.

8. Contact Us

Horizons Cowork – Privacy

2105 24th Street, Suite 101, Bakersfield, CA 93301

Email: contact@horizonscowork.com
