**Privacy Policy**

**Reeltour, LLC**
**Effective Date:** January 1, 2024
**Last Updated:** February 5, 2025

At Reeltour ("we," "us," or "our"), we value your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with our services, including our website (www.reeltour.us), social media platforms, and any photography, videography, virtual tours, or other media services (collectively, the "Services") we provide to real estate professionals, property owners, and other clients.

Please read this Privacy Policy carefully. By using our Services, you agree to the practices described in this policy. If you do not agree, please do not use our Services.

**1. Information We Collect**

We may collect the following types of information:

**a. Personal Information**

* **Contact Information:** Name, email address, phone number, mailing address, or other details you provide when you request a quote, book a service, or contact us.
* **Payment Information:** Billing details, such as credit card numbers or bank account information, processed through secure third-party payment processors.
* **Account Information:** If you create an account with us, we may collect your username, password, and preferences.

**b. Property-Related Information**

* **Photos, Videos, and Media:** Images, videos, or virtual tours of properties we create for you as part of our Services. This may include incidental personal data visible in the media (e.g., family photos or personal items in a home).
* **Property Details:** Address, listing information, or other data you provide to facilitate our Services.

**c. Automatically Collected Information**

* **Usage Data:** Information about how you interact with our website or Services, such as IP address, browser type, device information, pages visited, and timestamps.
* **Cookies and Tracking Technologies:** We use cookies, web beacons, and similar tools to enhance your experience, analyze usage, and deliver personalized content. You can manage cookie preferences through your browser settings.

**d. Information from Third Parties**

* We may receive information about you from real estate agents, brokers, or platforms (e.g., MLS systems) when they hire us on your behalf or share your details to coordinate Services.

**2. How We Use Your Information**

We use your information to:

* Provide, manage, and improve our Services (e.g., scheduling shoots, delivering media, processing payments).
* Communicate with you about your projects, respond to inquiries, or send updates about our Services.
* Market properties on your behalf (e.g., sharing photos or videos with real estate agents or listing platforms, as directed by you).
* Analyze usage trends and optimize our website and Services.
* Comply with legal obligations or protect our rights and safety.
* Send promotional materials or newsletters (you may opt out at any time).

**3. How We Share Your Information**

We do not sell your personal information. We may share your information with:

* **Service Providers:** Third-party vendors who assist us with hosting, payment processing, analytics, or marketing (e.g., cloud storage providers, email services).
* **Real Estate Partners:** Agents, brokers, or listing platforms, as necessary to fulfill your project (e.g., delivering photos to an MLS).
* **Legal Authorities:** When required by law, subpoena, or to protect our rights, safety, or property.
* **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of the transaction.

**4. Your Choices**

* **Opt-Out:** You can unsubscribe from marketing emails by clicking the "unsubscribe" link in any email or contacting us directly.
* **Cookies:** Adjust your browser settings to block or delete cookies. Note that this may affect functionality.
* **Access and Update:** Contact us to review or update your personal information.

**5. Data Security**

We implement reasonable technical and organizational measures to protect your information from unauthorized access, loss, or misuse. However, no system is completely secure, and we cannot guarantee absolute security.

**6. Data Retention**

We retain your personal information only as long as necessary to fulfill the purposes outlined in this policy, meet legal requirements, or resolve disputes. Property media (e.g., photos, videos) may be retained indefinitely unless you request deletion, subject to our agreements with real estate partners.

**7. Children’s Privacy**

Our Services are not directed to individuals under 13. We do not knowingly collect personal information from children. If we learn we have collected such data, we will delete it promptly.

**8. International Transfers**

If you are outside the United States, your information may be transferred to and processed in the U.S. or other countries where our service providers operate. We ensure appropriate safeguards are in place where required by law.

**9. Third-Party Links**

Our website or Services may contain links to third-party sites (e.g., real estate listings, payment processors). We are not responsible for their privacy practices. Please review their policies separately.

**10. Your Rights**

Depending on your location (e.g., California under CCPA or the EU under GDPR), you may have rights to:

* Access, correct, or delete your personal information.
* Restrict or object to processing.
* Request data portability.
* Opt out of the "sale" of your information (we do not sell data, as noted).
To exercise these rights, contact us at [insert contact info]. We may verify your identity before processing requests.

**11. Changes to This Privacy Policy**

We may update this policy from time to time. The "Last Updated" date will reflect changes. If significant updates occur, we will notify you via email or a website notice. Your continued use of our Services after changes signifies acceptance of the updated policy.

**12. Contact Us**

If you have questions, concerns, or requests about this Privacy Policy or our practices, please reach out:

* **Email:** jordan@reeltour.us
* **Phone:** (540) 327-5490