

Privacy Policy

At Eleven, we value and respect your personal data. This privacy policy aims to explain how we collect, use, store, and protect the information you provide through our contact form. By submitting it, you explicitly consent to the processing of your data for the purpose of responding to your inquiries and providing information about our services. We are committed to safeguarding your privacy in accordance with international best practices.

Information Collected

When using our contact form, we request the following information:

- **Full name:** Allows us to address you personally and respond appropriately to your inquiries.
- **Email address:** Essential for responding and maintaining effective communication.
- **Company:** Knowing your company name helps us better understand your needs and offer relevant information about our services.
- **Phone number:** Enables quicker and more effective communication if necessary.
- **Reason for contact or message:** Helps us better understand your needs and provide a more suitable response or solution.

Use of Information

The information you provide through the contact form is used solely for communication purposes and to offer you better service. Specifically, we use it to:

- Respond to your inquiries, questions, or requests for information;
- Communicate with you regarding our services;
- Maintain a record of our interactions;
- Improve our products and services.

We may use third-party tools to manage our forms or contact campaigns. These providers process data solely on our behalf and under our instructions, in accordance with agreements that ensure confidentiality and data security.

Information Protection

We are committed to protecting your personal data and keeping it secure. We will not share your information with third parties without your explicit consent, unless required by law.

Access and Modification of Your Data

You have the right to access the information we hold about you, as well as to modify or delete it from our database at any time. To exercise this right, please contact us using the information provided at the end of this policy.



Data Security

At Eleven, we implement appropriate technical, administrative, and organizational measures to ensure the security, confidentiality, integrity, and availability of the personal data we process. These measures are designed to prevent unauthorized access, disclosure, alteration, or destruction of information and are aligned with reasonable industry standards for data protection.

Our systems are protected through encryption protocols, restricted access controls, firewalls, multi-factor authentication, and internal information security policies. We also regularly review and update our practices to address new threats and ensure the ongoing protection of your data.

Changes to This Privacy Policy

We reserve the right to modify this privacy policy at any time. Any changes will be communicated through our website or via email if deemed necessary.

If you have any questions or concerns about this policy or the use of your personal data, feel free to contact us at info@agenciaeleven.com.

Eleven

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