

## **TERMS & CONDITIONS**

By accessing or using our site, you are acknowledging that you have read, understand, and agree to be bound by these Terms and Conditions, and the other guidelines posted on the [www.balticbrows.com](http://www.balticbrows.com) site. Baltic Brows® reserves the right to update or modify these Terms and Conditions at any time. Any changes are effective immediately upon posting to the website. Your continued use of our services constitutes your agreement to all such terms and conditions.

### **REGISTRATION, BOOKING AND PURCHASING**

You are fully responsible for maintaining the confidentiality of your account, username and password and for restricting access to your computer and account details. You agree that any use on the site is at your own risk and Baltic Brows® is not responsible for it. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. Products sold on the [www.balticbrows.com](http://www.balticbrows.com) website are not for people below aged 18. You agree to provide only accurate, truthful information.

#### **1. Registration**

Before you book onto a face-to-face training course, e-learning course or conference we require you to register to create an account and provide certain information about yourself. In doing this, you agree to:

- Provide true, accurate, current and complete information about yourself as prompted by the relevant registration form.
- Maintain and promptly update the data we hold by logging into your account and updating via 'My account'.

#### **2. Booking International course (face to face), online course or conference**

Face-to-face training (International trainings), online courses or conferences can be booked via the booking forms available on the Baltic Brows® website. You need to be registered with the Baltic Brows® before you can do this as you will be required to log in or create your account to complete the form. When you submit a booking for an online course, your submission represents an offer to the Baltic Brows® to book you onto the course you selected. On submission of the International training course, online learning course or conference form you will receive an automated summary email of your selection.

Baltic Brows® will accept your offer by entering your booking onto the Baltic Brows® system and sending you an email confirming that you have been booked together with information on starting your learning.

If you are accepted to a conference/course, we will use your personal information to:

- process your payments and thus your registration and facilitate your attendance at the event
- provide you with information regarding the conference / course, including scheduling and logistics

- provide you with other information that we believe may be of interest to conference / course attendees.

We may also share personal information (other than payment information) of conference/course attendees (e.g. in the abstract book, on the conference booklet) with the other persons attending the same event. The purpose of this is to enable conference/course attendees to contact each other (prior to) after the conference/course for networking purposes.

### **3. Prices and discounts**

Notice of new pricing will be given in advance, but Baltic Brows® reserves the right to change prices listed without notice.

If three or more people book onto the same International, online training course or conference from the same organization they qualify for a 10% discount off the course fees. This discount only applies to Baltic Brows® courses and cannot be used in conjunction with any other offer. For discount code contact our email [balticbrows@gmail.com](mailto:balticbrows@gmail.com)

### **4. Payment**

If you have an applicable discount code this must be entered at the time of booking, as the discount cannot be applied retrospectively.

We cannot invoice for fees, or accept payment, by installments.

All major credit and debit cards are accepted. A receipt will be sent to you by email. We will receive the information needed to verify and authorize your payment card and to process your order and is under strict legal and contractual obligations not to disclose this information to third parties.

Please note that if you do not provide accurate details (including type of card and number) or if your credit card company does not authorize payment, your application will be deemed void. Baltic Brows® will not accept any liability for costs incurred as a result of applications deemed void in this manner.

Sales taxes (VAT) are charged at the applicable rate depending on the product and/or customer.

### **5. Information**

We attempt to be as accurate as possible when describing our products; however we do not warrant that the product descriptions, colors or other content available on the [www.balticbrows.com](http://www.balticbrows.com) website are error-free. From time to time there may be information on the [www.balticbrows.com](http://www.balticbrows.com) website that is in error, including with respect to descriptions, pricing and availability. Baltic Brows® reserves the right to correct those errors and to change or update information at any time without prior notice (including after you have submitted your order).

## **COURSES/ EVENTS**

## **1. BALTIC BROWS® INTERNATIONAL TRAINING COURSES**

By using the Baltic Brows® Academy you agree to these Terms and Conditions, if you do not agree to these terms, you cannot use the site.

Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the terms and conditions at any time to reflect changes affecting our business, including but not limited to, changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the terms and conditions.

The face-to-face training course fees include: tuition on the day(s), all relevant course materials in hard copy (but please note that under no circumstances will any electronic version be provided, whether before, during or after the training course), refreshments and snacks. We do not provide lunch during the face-to-face courses.

### **1.1 Ownership and intellectual property rights**

All Baltic Brows® materials, whether on the Baltic Brows® website or at a Baltic Brows® training day, are owned by the Baltic Brows® Academy. All intellectual property rights in all materials available from the Baltic Brows®, including the design, graphics and text of all printed materials and the audio of all webinars and podcasts, are owned by the Baltic Brows® Academy. No Baltic Brows® content may be copied, reproduced, uploaded, posted, displayed or linked to in any way, in whole or in part, without the Baltic Brows® prior permission. Any such use is strictly prohibited and will constitute an infringement of the Baltic Brows® intellectual property rights. Taking this course does not entitle a learner to teach other or to re-sell Baltic Brows® products. Student can't be a trainer, or an employee of a trainer, or attending the class on behalf of any trainer or organization representing training in the field of manual and machine Permanent makeup. At any time within the next two years, Student who enrolled our course can't train others in the manual and machine techniques.

### **1.2 Special requirements at the face-to-face training course**

Baltic Brows® will make every effort to accommodate special requirements that have been notified in advance on the booking form.

### **1.3 Health and safety at the live training course**

You must comply with all health and safety rules and regulations and any other reasonable security requirements that apply at the premises at which the training courses are provided. Act in a responsible way to protect your health and other around you. You agree not to hold Baltic Brows® company responsible for any liability resulting from your actions that result in injury to yourself or to your model and/or accompanied guests. Student is responsible for all licenses needed for hands-on practice in class:

1. Student agrees to complete Blood Borne Pathogen course for the state where the course will be held
2. Student agrees to get the tattoo license for the state where the course will be held and I bring it on the day of the course (if the state requires)

### **1.4 Behavior**

Baltic Brows® reserves the right to remove any student from a training course whose behavior is

deemed inappropriate by the Baltic Brows® Academy or its trainers. In these circumstances, the Baltic Brows® will neither refund any fees nor reimburse any other costs. The student has to be punctual according to trainings time. Student has to be fully committed to completing and gaining Baltic Brows® training. If there are any reasons why student may not be able learnt sufficiently, she/he must inform Baltic Brows® in advance. Student has to make an effort to perform well during the class and after. Let Baltic Brows® team know of any health condition which could affect your ability to participate in the course. In the case you are not willing to participate fully in the course Baltic Brows® reserves the right to withhold the certificate of completion. Make an effort to represent Baltic Brows® in reputable manner. Student is responsible for his/her own training, transportation and accommodation.

### **1.5 Payments**

All course fees have to be paid in full. Baltic Brows® Academy has the right to refuse any payment form that was not mentioned in email booking. By joining our course student agrees to indemnify Baltic Brows® from any losses damages and expenses including reasonable attorney fees it incurs as a result of third party any claim based on or arising from use of the materials or the information contained there in violation of this agreement or Lithuania copyright law.

### **1.6 Trainers**

The Baltic Brows® shall provide such trainers to present the training course as it, in its sole discretion, deems fit and the Baltic Brows® shall be entitled at any time to substitute any trainer with any other person who, in the Baltic Brows® sole discretion, it deems suitably qualified to present the relevant course.

### **1.7 Liability**

Baltic Brows® does not accept responsibility for anyone acting as a result of information in, or views expressed on, its training courses including course materials. Opinions expressed are those of individual trainers and not necessarily those of the Baltic Brows®. Participants should take professional advice when dealing with specific situations. Student has to follow trainers demands and accept feedback and criticism during the course.

### **1.8 Preparation**

This is student's responsibility to bring his/her own model if it's necessary for hands-on course. The model shouldn't have any contraindications which are listed in [www.balticbrows.com](http://www.balticbrows.com) website for exact treatment.

### **1.9 After the course**

Several days of trainings are not enough for working on people if it is basic course. Student agrees to partake in continuous education to sharpen and broaden their skills, also submit work on latex to reflect their skills. Moreover, student should keep in contact with tutor without making unnecessary demands on their time.

Student agrees that practice is required to become successful in permanent makeup field. It is his/ her responsibility to practice this new skill to become successful in permanent makeup.

Student agrees that during face-to-face or/and online trainings, she/he will be provided with the fundamental knowledge which she/he has to improve upon, by practicing individually for at least 2 months after training.

Student agrees and understand that that in order to keep clients safe, she/ he will not be able to perform permanent makeup treatments immediately after course.

Baltic Brows® is responsible to provide all knowledge from planned program , however, student achievements during and after course depends on his/ her motivation and practice.

In order to practice on clients after the course:

1. Student agrees to complete Blood Borne Pathogen where she/ he will be working
2. Student agrees to get the tattoo license where she/ he will be working (if the state requires)
3. Student agrees to get insurance and license for the business

## **2. BALTIC BROWS® ONLINE COURSES**

After booking onto an online course you will be given access to Baltic Brows® online training module for a half of the year. After this period of time your access to online trainings will be closed. By using the Baltic Brows® online academy you agree to these Terms and Condition. If you do not agree to these terms, you cannot use the site.

Student understands and agrees that online trainings consists of different chapters and levels and there are some tests, individual practice in order to proceed to the next chapter/ level before successfully completing the previous level. If student doesn't pass the test, she/ he is not allowed to read the next chapters. Student has 6 months period to get a certificate. After 6 months, the access to online module is closed and student will be not able to apply for certification after 6 months.

Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the terms and conditions at any time to reflect changes affecting our business, including, but not limited to, changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the terms and conditions.

### **2.1 Ownership and intellectual property rights**

All Baltic Brows® materials, whether on the Baltic Brows® website or at a Baltic Brows® online module, are owned by the Baltic Brows® Academy. All intellectual property rights in all materials available from the Baltic Brows®, including the design, graphics ,text and the audio of all webinars and podcasts, are owned by the Baltic Brows® Academy. No Baltic Brows® content may be copied, reproduced, uploaded, posted, displayed or linked to in any way, in whole or in part, without the Baltic Brows® prior permission. Any such use is strictly prohibited and will constitute an infringement of the Baltic Brows® intellectual property rights. Taking this course does not entitle a learner to teach other or to re-sell Baltic Brows® products. Student can't be a trainer, or an employee of a trainer, or joining online class on behalf of any trainer or organization representing training in the field of manual and machine

Permanent makeup. At any time within the next two years, Student who enrolled our course can't train others in the manual and machine techniques.

## **2.2 Technology**

Baltic Brows® does not warrant that the provision of any content online will always be available or be uninterrupted, timely or error free, that defects will be corrected or that such content is secure or free from bugs, viruses, errors and omissions.

## **2.3 Behavior**

Baltic Brows® reserves the right to remove any student from a training course whose behavior is deemed inappropriate by the Baltic Brows® Academy or its trainers. In these circumstances, the Baltic Brows® will neither refund any fees nor reimburse any other costs. Student has to be fully committed to completing and gaining Baltic Brows® training. If there are any reasons why student may not be able learnt sufficiently, she/he must inform Baltic Brows® in advance. Student has to make an effort to perform well online class in order to get certificate. In the case you are not willing to participate fully in the online course Baltic Brows® reserves the right to withhold the certificate of completion. Make an effort to represent Baltic Brows® in reputable manner.

## **2.4 Payments**

All course fees have to be paid in full. Baltic Brows® Academy has the right to refuse any payment form that was not mentioned in booking. By joining our course student agrees to indemnify Baltic Brows® from any losses damages and expenses including reasonable attorney fees it incurs as a result of third party any claim based on or arising from use of the materials or the information contained there in violation of this agreement or Lithuania copyright law.

## **2.5 Liability**

Participants should take professional advice when dealing with specific situations. Student has to follow trainers demands and accept feedback and criticism during the online course.

## **2.6 After the online course**

Online trainings are not enough for working on people if it is basic course. Student agrees to partake in continuous education to sharpen and broaden their skills, especially in face-to-face trainings, also submit work on latex to reflect their skills. Moreover, student should keep in contact with tutor without making unnecessary demands on their time.

Student agrees that practice is required to become successful in permanent makeup field. It is his/ her responsibility to practice this new skill to become successful in permanent makeup.

Student agrees that during online trainings, she/he will be provided with the fundamental knowledge which she/he has to improve upon, by practicing individually for at least 2 months after training.

Student agrees and understand that that in order to keep clients safe, she/ he will not be able to perform permanent makeup treatments immediately after course.

Baltic Brows® is responsible to provide all knowledge from planned program, however, student achievements during and after course depends on his/ her motivation and practice.

In order to practice on clients after the course:

1. Student agrees to complete Blood Borne Pathogen where she/ he will be working
2. Student agrees to get the tattoo license where she/ he will be working (if the state requires)
3. Student agrees to get insurance and license for the business

### **3. BALTIC BROWS® CONFERENCE**

By using the Baltic Brows® Academy you agree to these Terms and Conditions, if you do not agree to these terms, you cannot use the site.

Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the terms and conditions at any time to reflect changes affecting our business, including but not limited to, changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the terms and conditions.

The conference fees include: tuition on the day(s), goodie bag, lunch, refreshments, snacks, certification, hotel for the days of conference (depending on entrance fee), alcohol beverages (depending on entrance fee), Special party (depending on entrance fee), GALA dinner (depending on entrance fee).

#### **3.1 Ownership and intellectual property rights**

All Baltic Brows® materials, whether on the Baltic Brows® website or at a Baltic Brows® conference day, are owned by the Baltic Brows® Academy. All intellectual property rights in all materials available from the Baltic Brows®, including the design, graphics and text of all printed materials and the audio of all webinars and podcasts, are owned by the Baltic Brows® Academy. No Baltic Brows® content may be copied, reproduced, uploaded, posted, displayed or linked to in any way, in whole or in part, without the Baltic Brows® prior permission. Any such use is strictly prohibited and will constitute an infringement of the Baltic Brows® intellectual property rights. Taking this conference does not entitle attendee to teach other or to re-sell Baltic Brows® products.

#### **3.2 Special requirements at the conference**

Baltic Brows® will make every effort to accommodate special requirements that have been notified in advance on the booking form.

#### **3.3 Behavior**

Baltic Brows® reserves the right to remove any attendee from conference whose behavior is deemed inappropriate by the Baltic Brows® Academy or its speakers. In these circumstances, the Baltic Brows® will neither refund any fees nor reimburse any other costs. The attendee has to be punctual according to conference time. Attendee has to be fully committed to attend Baltic Brows® conference.

#### **3.4 Payments**

All conference fees have to be paid in full. Baltic Brows® Academy has the right to refuse any payment form that was not mentioned in email booking. By joining conference attendee agrees to indemnify Baltic Brows® from any losses damages and expenses including reasonable attorney fees it incurs as a result of third party any claim based on or arising from use of the materials or the information contained there in violation of this agreement or Lithuania copyright law.

### **3.5 Speakers**

The Baltic Brows® shall provide such speakers to present the conference as it, in its sole discretion, deems fit and the Baltic Brows® shall be entitled at any time to substitute any speaker with any other person who, in the Baltic Brows® sole discretion, it deems suitably qualified to present the relevant presentation.

### **3.6 Liability**

Baltic Brows® does not accept responsibility for anyone acting as a result of information in, or views expressed on, its conference including course materials. Opinions expressed are those of individual speakers and not necessarily those of the Baltic Brows®. Participants should take professional advice when dealing with specific situations.

### **3.7 Preparation**

This is attendee's responsibility to bring permanent makeup machine and manual tools , pigments, needles, rulers for practice on latex during presentations.

## **4. BALTIC BROWS® PRODUCTS**

By using the Baltic Brows® Academy you agree to these Terms and Conditions, if you do not agree to these terms, you cannot use the site.

Whilst we make every effort to keep changes to the site to a minimum, we reserve the right to make any amendments to the terms and conditions at any time to reflect changes affecting our business, including but not limited to, changes in technology, payment methods and legal and regulatory requirements. By continuing to use this site you agree to accept any changes made to the terms and conditions.

The products available on the [www.balticbrows.com](http://www.balticbrows.com) , are for professional use only. You may not sell or resell any of the products. All products should be used strictly in accordance with their instructions.

Due to the nature of color calibration, the colors on your monitor may differ from the actual product.

## **REFUND POLICY**

### **1. International courses**

Baltic Brows® accepts course bookings through the [www.balticbrows.com](http://www.balticbrows.com) web site, payment being made online by credit card, paypal or bank transfer. In making such bookings clients accept this refunds, cancellations and substitutions policy.



For payments on invoice, we require certain amount of the booking fee to be paid immediately with the balance being paid no later than one week before the start of the course.

Cancellation charges are applied in all cases. We regret that we have to do this, however all bookings involve administrative costs and it is difficult to fill spaces made vacant by late cancellations.

If you notify Baltic Brows® in writing (by email [info@balticbrows.com](mailto:info@balticbrows.com)) that you wish to cancel International training course not less than 28 days before the start date of a course and you had not started online preparation, you will be entitled to a 50% refund. Refunds will be processed with 28 days of receiving your request via bank transfer to the original payer.

If you withdraw for any reason less than 28 days before the start date of a course, no refund will be issued. If you started online preparation, no refund will be issued. If you fail to attend the course on which you are booked without giving prior notice to Baltic Brows®, we are unable to refund the course fees or offer a transfer.

No refunds are given after the class has taken place. No refunds are given if student leaves class early.

In the event of a candidate failing an assessment, it is the responsibility of the candidate to arrange the date and payment for the reassessment direct with the assessment body.

It may be necessary for reasons beyond the control of Baltic Brows® to change the content and timing of the course, the date, venue or instructor. We reserve the right to cancel a course up to and including the date of the course if insufficient bookings have been received. We will strive to give as much notice as possible in such an event. In all cases, people who had registered to attend a cancelled course will be given the option of a full refund or of rescheduling to a future course date but Baltic Brows® disclaim any further liability. If a course is cancelled by Baltic Brows®, a course refund will be processed. Credit card refunds require 10 business days.

### **Transferring your place on a International training course**

There is no charge for transferring your booking to the same course on an alternative date provided you notify the Baltic Brows® in writing not less than 28 days before the start and if there is availability.

However, a transfer fee of 20% of the course fee (plus VAT) will be payable if the notice is received less than 28 days before the start of the original course. If you transfer your booking you will not receive any refund, and you will not be entitled to transfer more than once. You must make any request to transfer a course in writing, which may be sent by email to: [info@balticbrows.com](mailto:info@balticbrows.com)

### **2. Online courses**

Once you have booked online course the fee is non-refundable and the booking non-transferrable. If you cancel any online course or package you will not be entitled to any refund, nor will you be able to transfer your place either to another person or onto another online course.

### **3. Conference**

Once you have booked conference the fee is non-refundable and the booking non-transferrable. If you cancel any conference you will not be entitled to any refund, nor will you be able to transfer your place either to another person or onto another conference.

#### **4. Products return policy**

If you purchased a product directly from Baltic Brows® through our website, [www.balticbrows.com](http://www.balticbrows.com), and you're dissatisfied for any reason, send it back within thirty (30) days of purchase for your refund. Any international or expedited shipping fees incurred on your original order will not be refunded. The product has to be unopened, completely new as it was sent, otherwise, we will not be able to refund you money.

## **PRIVACY POLICY**

By visiting [www.balticbrows.com](http://www.balticbrows.com), you are consenting to the privacy policy of Baltic Brows®.

### **Overview**

Baltic Brows® is committed to protecting your privacy online. This Privacy Policy describes the personal information we collect through our website at [www.balticbrows.com](http://www.balticbrows.com) (the "Site" or "Sites"), and how we collect and use that information.

The terms "we," "us," and "our" refers to Baltic Brows®. The terms "user," "you," and "your" refer to site visitors, customers, and any other users of the site.

The term "personal information" is defined as information that you voluntarily provide to us that personally identifies you, your company and/or your contact information, such as your name, phone number, and email address.

Baltic Brows® is a educational website that provides information about our founder, our services, and our products (collectively, the "Service").

Use of [www.balticbrows.com](http://www.balticbrows.com), including all materials presented herein and all online services provided by Baltic Brows® is subject to the following Privacy Policy. This Privacy Policy applies to all site visitors, potential clients, and all other users of the site. By using the Site or Service, you agree to this Privacy Policy, without modification, and acknowledge reading it.

### **Information collected on this site**

We collect personal information you voluntarily provide to us which may include:

Your email address in order to subscribe to our mailing list, or sign up for a course or webinar;

Your full name, email address and message in order to contact us via our contact form.

Activity. We may record information relating to your use of the Site, such as the searches you undertake, the pages you view, your browser type, IP address, requested URL, referring URL, and

timestamp information. We use this type of information to administer the Site and provide the highest possible level of service to you. We also use this information in the aggregate to perform statistical analyses of user behavior and characteristics in order to measure interest in and use of the various areas of the Site.

### **Personal Information Collected from Credit/Debit Card Transactions**

We request information from the user in order to make a payment using our site. A user must provide contact information, such as e-mail address and financial information, such as a credit/debit card number and the expiration date. Contact information is used to advise the user about the processing of a payment. Financial information is used for payment processing purposes only.

We use a credit/debit card processing company (cardinity.lt and paypal.com) to process the users credit/debit card charges for courses, conferences and products. We do not retain, share, store or use personal information for any secondary purposes and will exercise reasonable care to prevent disclosure or use of credit/debit card information.

### **Considering the new EU General Data Protection Regulation No. 2016/679**

**Considering** that handling and processing of personal data should be based on complete Subscriber's / Client's understanding and consent;

We, the private limited liability company UAB „Extensum“, company code 303849353, with legal address at S. Daukanto str. 26-3, Kaunas, Lithuania, registered in the register of legal entities of the Republic of Lithuania (hereinafter referred to as Baltic Brows), hereby state and declare that:

- 1. We are going to collect, use and electronically process your personal data that you will voluntarily provide to us including but not limited to:**
  - a. Your first name, last name and all middle names;
  - b. Your personal code, personal ID, birth date;
  - c. Your gender information;
  - d. Your residence and correspondence addresses;
  - e. Your IP address, computer MAC address, your logging into [www.balticbrows.com](http://www.balticbrows.com) system history (time, data, performed operations), and/or other device identifying data;
  - f. Your contact details (phone number, e-mail address, etc.);
  - g. Your bank account number;
  - h. Your credit card number and other associated payment information;
  - i. Your health information that you provide to us;
  - j. Your emails and other correspondence;
  - k. Audio-visual data, video or voice recordings made while handling your phone calls or recorded during your trainings;
  - l. Other personal information that you voluntarily provide to Baltic Brows;
  
- 2. We are not going to collect any of your personal data that is not listed in clause 1, as well as other personal data listed in article 9 of the regulation EU 2016/679.**

### **3. Why we are going to collect and process your personal data?**

We are going to collect your personal data in order to establish your identity and properly serve you as the client. As we may need to establish and maintain the connection with you during our service provision, we need to know who you are how we can reach you.

Your personal data listed in clause 1 sub-clauses “a-d”, “f” and “g” shall be collected and processed mainly for contact, payment, dispute resolution and your abilities certification purposes. Your personal data listed in the sub-clause “e” shall be collected and used for IT security purposes. Your IP, MAC and / or other addresses shall be used for your logging verification into [www.balticbrows.com](http://www.balticbrows.com), malice IT activity avoidance. Your personal data, listed in the sub-clause “h” shall be used for payment processing. This information shall not be stored longer than needed for certain transaction processing or securing of your future payments. Your personal data regarding your health (sub-clause “i”) shall be collected in order to avoid any damage to your health while being engaged in Baltic Brows teaching activities. Your health is our primary concern. As permanent makeup techniques can make irreparable harm to your health our lectors need to know everything about your health state. The correspondence and emails, incoming phone call recordings, training video recordings (if applicable) shall be preserved for future reference in possible dispute resolution cases. They shall be used for your better serving in the future, as well as our personnel teaching purposes. We may also analyse and process in the automated way any of your personal data listed above in order to improve our services provided to you or by implementing other health care, money laundering and terrorist financing prevention regulations established by law.

**4. We are not going to collect your personal data from any other sources except you and other sources allowed by law. We are not going to provide your personal data to any third party, except our service providers, whose services are used by Baltic Brows, our legal, financial and IT consultants and state institutions empowered by law, etc.** We declare that we may disclose your personal data (as much as needed) to third parties providing data cloud, data centre, hosting services, web-page administration, data storage and archiving services, as well as advertising service providers, IT service providers, network and communication service providers, financial and legal service providers, etc. We shall seek that our service providers observe the EU 2016/679 regulation and other related national/international legislation.

**5. We shall store your personal data listed herein for 10 years from your last contact with us.**

Baltic Brows shall process your personal data only for as long as needed for a particular purpose to perform Baltic Brows liabilities towards you. For our interests security purposes Baltic Brows shall store your personal data ten (10) years after your last contact with Baltic Brows. The laws may require Baltic Brows to store the data for a specific period of time (longer than 10 years).

**6. We shall be using technical and organizational measures allowing us to handle your personal data securely, as required by the regulation EU 2016/679.**

Taking into consideration the information provided above, you, the Subscriber / the Client, have to take an informed decision and decide if you Agree or Disagree with your personal data handling and processing by Baltic Brows.

You may change or revoke your consent in the future at any time, as stipulated in the regulation EU 2016/679.

## **Cookies**

We may send cookies to your computer in order to uniquely identify your browser and improve the quality of our service. The term “cookies” refers to small pieces of information that a website sends to your computer’s hard drive while you are viewing the Site. We use session cookies (which expire once you close your browser), to ensure that your computer displays [www.balticbrows.com](http://www.balticbrows.com) effectively. You have the ability to accept or decline cookies using your web browser settings. If you choose not to accept cookies from [www.balticbrows.com](http://www.balticbrows.com) , you may not be able to take full advantage of its features or to receive some of the services [www.balticbrows.com](http://www.balticbrows.com) provides.

### **How do we use cookies?**

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States . Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

### **Do we use other cookies?**

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You can easily accept or reject the cookies on this site by choosing one of the following links: [I accept cookies](#) / [I refuse cookies](#).

### **How your information is used**

The information you provide is used to process transactions, send periodic emails (such as our newsletter), and improve the service we provide. We may share your information with trusted third parties who assist us in operating our website, conducting our business and servicing clients and visitors. These trusted third parties agree to keep this information confidential. Your personal information will never be shared with unrelated third parties.

### **Third party links**

The Site may contain links to third party websites. Except as otherwise discussed in this Privacy Policy, this document only addresses the use and disclosure of information we collect from you on our Sites. Other sites accessible through our site via links or otherwise have their own policies in regard to privacy. We are not responsible for the privacy policies or practices of third parties, and we encourage you to inform yourself of the privacy policy on each site that you visit.

### **Security**

We maintain security measures to protect your personal information from unauthorized access, misuse, or disclosure. However, no exchange of data over the Internet can be guaranteed as 100% secure. While we make every effort to protect your personal information shared with us through our Site, you acknowledge that the personal information you voluntarily share with us through our Site could be accessed or tampered with by a third party. You agree that we are not responsible for any intercepted information shared through our Site without our knowledge and permission. Additionally, you release us from any and all claims arising out of or related to the use of such intercepted information in any unauthorized manner.

### **Children**

To access or use the Site, you must be 18 years or older and have the requisite power and authority to enter into this Privacy Policy. Children under the age of 18 are prohibited from using the Site or the Service.

### **Changes to this policy**

You acknowledge and agree that it is your responsibility to review this Site and this Policy periodically and to be aware of any modifications. We will notify you of any changes to this privacy policy by posting those changes on this page.

## **DELIVERY INFORMATION**

### **Standard Delivery**

All orders placed before 13:00hrs (GMT), Monday - Friday, will be eligible for same day despatch. Eligibility is subject to stock availability, warehouse capacity and any special instructions.

We operate our standard service with courier companies who provide full tracking details and timed delivery slots (where available). It is a LP (Lithuanian post, which is the cheapest way). Deliveries will be made Monday - Friday, 8am - 6pm. No deliveries on weekends.

### **Delivery Times**

Lithuania - Tracked Next Day

\*every effort is made to ensure we reach customers within 24hrs of despatch, however, some areas may take longer

Europe - Tracked, 4-7 day service

### **International**

- Standard Delivery 14-30 days (more expensive than post)
- Express Delivery 2-4 days (more expensive than Standard delivery)

### **Delivery Rates**

The rate charged for the delivery of your items is based on the weight of your products and your location.

The final delivery charge is shown to you before you confirm your order. For all non-Lithuania options, please contact our customer service team.

### **Delivery Instructions**

Please send us email [info@balticbrows.com](mailto:info@balticbrows.com) if:

- 1) You have a specific date that the goods need to be delivered
- 2) You have any special delivery requirements, i.e. unusual access to delivery address

### **International trainings**

The kit (if it is included) is provided on the first day when the course starts by assigned trainer.

After the course is finished, best students get certificate of attendance on the last day of face-to-face class.

After online training is finished in timely manner (if it is included), certificate of completion is shipped to the address provided while registering in site [www.balticbrows.com](http://www.balticbrows.com) (usually it takes 10-30 days). Delivery method is by post or TNT shipping company.

### **Online trainings**

The kit (if it is included) is shipped after full payment and registration to the address provided while registering in site [www.balticbrows.com](http://www.balticbrows.com) (usually it takes 10-14 days). Delivery method is by post or TNT shipping company.

### **Conference**

No products that have to be shipped.

### **Products**

Products can be shipped by Standard, International or International Express delivery method.

### **Returns and Exchanges**

Return and exchanges are only possible for Products.

#### **Cancellations and Returns**

Under the Consumer Contract Regulation, you can cancel any time from placing your order up to the end of a period of 14 days after you take possession of the goods.

Please take responsible care of the goods. We are entitled to deduct an amount from the refund to reflect any loss in value of the goods supplied, if the loss is the result of unnecessary handling of the goods by you.

#### **Exchange**

If you have ordered the wrong items, we are able to exchange them. Please ensure the goods are returned to us undamaged and in their original packaging.

A delivery charge for the new items will be incurred, along with the difference in cost, if applicable.

If the new items and delivery charge amount to less than the previous order total, a refund will be arranged.

#### **Restocking Fee**

All returned items are subject to a 20% restocking fee.

This will be deducted from any refund.

Any refund will not take into account the delivery charge for the original order.