

## TERMS AND CONDITIONS

SOLUNA HARMONY S.R.L., with its registered office in Buftea, Ilfov County, registered with the Trade Register under no. 585919 dated 15.07.2025, unique registration code 52147285, represented by Pascu Mariana - Alexandra,

### **We assure you that:**

We will do everything within our power to protect your personal data. Transparent use of data is important to us, and we will explain what data we collect and why, so that you can decide what happens to your data.

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### **A. Privacy Policy**

#### **1. What Personal Data Do We Process?**

The data collected is generally provided by you, and therefore you have control over the data you choose to provide. You may provide us with data such as your email address, first name, last name, phone number, etc., for various purposes such as contact forms, subscribing to services and newsletters, booking online sessions, etc.

We also collect certain data automatically through cookies.

#### **2. How Do We Collect Your Personal Data?**

We collect your personal data through forms available on our website, as well as through cookie files.

#### **3. 3. What Are the Purposes and Legal Grounds for Collecting and Processing Personal Data?**

We will use your personal data for the following purposes:

- 3.1. To respond to messages sent through the contact address:
  - first name (mandatory)
  - last name (mandatory)
  - email address (mandatory)
- 3.2. To manage online bookings:
  - first name (mandatory)
  - email address (mandatory)
  - phone number (mandatory)
- 3.3. DELIVERY POLICY – we provide services online through the Zoom or Google Meet platforms and deliver the online service included in the package purchased by you:
  - first name
  - last name
  - email address (so that we can confirm your registration in the program and so that you can receive the emails included in the package you have purchased)
- **3.4. For marketing purposes:** With your permission, we may use your data to send you offers about our products or services. We may send you emails containing general and thematic information about our products. You may change your mind and withdraw your consent at any time, without this affecting your ability to receive our services or products in the future.

**You may withdraw your consent by:**

\* using the unsubscribe link included in our emails.

\* Email sent to alexandra@harmonrise.com with the mention “unsubscribe from marketing services”.

- **3.5. For the Protection of Our Legitimate Interests:** In situations where we need to protect our rights as well as our commercial activities, it may be necessary to disclose your data to the competent authorities.

Such situations may include, but are not limited to:

- attempts of fraud;
- cyber-attacks against our website or platform;
- the management of various types of risks.

The legal basis for using your data in these situations is the protection of our legitimate business interests and the protection of our employees and collaborators. In such circumstances, we will take the necessary measures to ensure that a fair balance is maintained between our rights and interests and your rights.

#### **4. How Long Do We Store Your Data?**

Personal data collected for the purpose of receiving Newsletter communications will be stored until you decide that you no longer wish to receive such messages and use the Unsubscribe button.

Personal data collected for the purpose of maintaining online correspondence with you will be stored until you request their deletion.

Personal data that appears in Testimonials published on the website will be processed until you exercise your right to erasure as provided by the applicable legislation.

If any of the personal data you have provided to us changes, we kindly ask you to inform us as soon as possible so that we can update it accordingly.

#### **5. Who Has Access to Your Personal Data?**

Where appropriate, we may grant access to or transfer your personal data to the following persons/entities/institutions/organizations:

- IT service providers;
- Online booking service providers;
- Newsletter service providers.

Where required by law, or in situations where it is necessary to protect our legitimate interests, we may disclose certain personal data to public authorities.

## **6. What Are Your Personal Data Protection Rights?**

We want to ensure that you are fully aware of all your data protection rights. Every user is entitled to the following rights:

- Right of Access – You have the right to request copies of your personal data. For this service, we may charge a small administrative fee.
- Right to Rectification – You have the right to request that we correct any personal data you believe is inaccurate. You also have the right to request that we complete the personal data you believe is incomplete.
- Right to Erasure – You have the right to request that we erase your personal data, under certain conditions. This erasure cannot be carried out in cases where we need your personal data to comply with legal obligations (such as invoices, contracts, etc.) or where personal data is required in connection with legal claims. We recommend that you save any important personal data, as once your personal data is deleted from our systems, it may no longer be recoverable.
- Right to Restrict Processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- Right to Object to Processing – You have the right to object to the processing of your personal data by us, under certain conditions.
- Right to Data Portability – You have the right to request that we transfer the data we have collected either to another organization or directly to you, under certain conditions.
- Right to Lodge a Complaint – You have the right to lodge a complaint with the relevant supervisory authority regarding the processing of your personal data.

Because we take your identity seriously, we accept requests only in written form. Where possible, please contact us using your email address. If you submit a request, we are required to respond within 30 days. We reserve the right to request additional information in order to verify your identity. If you wish to exercise any of these rights, please contact us at alexandra@harmonrise.com.

## **7.Cookies:**

### **7.1. Introduction**

This Cookie Policy applies to all users of the website [www.harmonrise.com](http://www.harmonrise.com). The information presented below aims to inform users of this website about the placement, use, and management of cookies by SOLUNA HARMONY S.R.L., represented by Pasca Mariana Alexandra, in the context of users browsing this website.

### **7.2. What are cookies?**

We use the term “cookies” to refer to cookies and similar technologies through which information may be collected automatically.

An “Internet Cookie” (also known as a “browser cookie”, “HTTP cookie”, or simply “cookie”) is a small file consisting of letters and numbers that will be stored on a user’s computer, mobile device or other equipment through which the internet is accessed. Cookies are installed through a request issued by a web server to a browser (e.g., Microsoft Edge, Firefox, Chrome). Once installed, cookies have a determined lifespan and remain “passive”, meaning they do not contain software programs, viruses or spyware and will not access information stored on the user’s hard drive.

A cookie consists of two parts:

1. the name of the cookie;
2. the content or value of the cookie.

From a technical perspective, only the web server that sent the cookie can access it again when a user returns to the web page associated with that server.

### **7.3. What Are Cookies Used for on This Website?**

Cookies are used to provide users of this website with a better browsing experience and services tailored to each user’s needs and interests, namely for:

- \* improving the use of this website, including by identifying any errors that occur during users' visits or use;
- \* providing anonymous statistics regarding how this website is used to SOLUNA HARMONY S.R.L., represented by Pascu Mariana - Alexandra, owner of [www.harmonrise.com](http://www.harmonrise.com)
- \* anticipating potential goods or services that may be made available in the future through this website, depending on the services/products accessed;
- \* tracking conversions and the results of promotional campaigns.

Based on the feedback transmitted through cookies regarding how this website is used, SOLUNA HARMONY S.R.L. . represented by Pascu Mariana - Alexandra, owner of [www.harmonrise.com](http://www.harmonrise.com), may adopt measures to make this website more efficient and more accessible to users.

Thus, the use of cookies allows the storage of certain settings/preferences established by users of this website, such as:

- the language in which a web page is displayed;
- the currency in which certain prices or fees are expressed;
- facilitating access to user accounts;
- posting comments on the website.

#### **7.4. What Is the Lifespan of Cookies?**

The lifespan of cookies may vary significantly depending on the purpose for which they are placed. The following categories determine their lifespan:

- \* **Session Cookies** – A “session cookie” is automatically deleted when the user closes their browser.
- \* **Persistent or Fixed Cookies** – A “persistent” or “fixed” cookie remains stored on the user’s device until it reaches a specific expiration date (which may be minutes, days, or even several years in the future) or until it is deleted by the user at any time through the browser settings.

#### **7.5. What Are Third-Party Cookies?**

Certain sections of content on the website may be provided through third parties, meaning not by SOLUNA HARMONY S.R.L. represented by Pascu Mariana - Alexandra, owner of [www.harmonrise.com](http://www.harmonrise.com) , In such cases, these cookies are referred to as “third-party cookies”.

These cookies may originate from the following third parties:: WIX - Analytics & Booking, Facebook, Instagram, TikTok.

## **7.6. What Cookies Are Used on This Website?**

By using/visiting the website, the following types of cookies may be placed:

- Website performance cookies;
- User analytics cookies;
- Geotargeting cookies;
- Registration cookies;
- Advertising cookies;
- Advertising provider cookies.

### *Website Performance Cookies*

These cookies store user preferences for this website, so resetting preferences during subsequent visits is no longer necessary.

### *User Analytics Cookies*

These cookies inform us whether a specific user has previously visited/used this website. These cookies are used solely for statistical purposes.

### *Geotargeting Cookies*

These cookies are used by software that determines the country of origin of the website user. The same advertisements will be received regardless of the selected language.

### *Registration Cookies*

When you register on this website, cookies are generated to record this action. Servers use these cookies to display the account with which you are registered.

The use of these cookies also allows us to associate any comments posted on the website with the username of the account used.

If the option “keep me logged in” is not selected, these cookies will be automatically deleted when the browsing session ends.

### *Advertising Cookies*

These cookies allow us to determine whether a user has viewed an online advertisement, the type of advertisement viewed, and the time elapsed since viewing that advertising message.

Accordingly, such cookies are used for online advertising targeting. These cookies are anonymous, storing information about the content viewed, not about users.

## **7.7. What Type of Information Is Stored and Accessed Through Cookies?**

Cookies store information in a small text file that enables browser recognition. This website recognizes the browser until the cookies expire or are deleted.

### **7.8. Customizing Browser Settings Regarding Cookies**

If the use of cookies is not disturbing and the computer or technical equipment used to browse this website is used only by you, long expiration periods may be set for storing browsing history.

If the computer or technical equipment used to browse this website is used by multiple persons, you may consider setting it to delete individual browsing data each time the browser is closed.

### **7.9. How Can Cookies Be Disabled?**

Disabling or refusing to accept cookies may make this website difficult to visit and may result in limitations in its usability.

Users may configure their browser to reject cookies or to accept cookies only from a specific website.

All modern browsers allow changing cookie settings. These settings are usually found in the “options” or “preferences” menu of your browser.

However, refusing or disabling cookies does not mean you will no longer receive online advertising - only that it will no longer be tailored to your preferences and interests as indicated by your browsing behaviour.

To understand these settings, the following links may be helpful:

- \* [Cookie settings in Microsoft Edge](#)
- \* [Cookie settings in Firefox](#)
- \* [Cookie settings in Chrome](#)
- \* [Cookie settings in Safari](#)

For any further questions regarding the use of cookies on this website, please contact us at [alexandra@harmonrise.com](mailto:alexandra@harmonrise.com).

## **8. Changes to Our Privacy Policy**

We reserve the right to update this Privacy Policy where necessary, due to legislative changes or internal modifications in the way we process personal data. In the event of changes to this Privacy Policy, we will publish the updated version on the website. For this reason, we encourage you to periodically review this Privacy Policy. This Privacy Policy was last updated on 29.12.2025.

## **9. Disputes**

For any dispute arising in connection with your personal data, we will attempt to resolve the matter amicably. If this is not possible, the matter will fall under the jurisdiction of the Romanian courts and will also take into consideration the Privacy Policy published on the website, as well as the contract on the basis of which the payment invoice was issued (where applicable).

If necessary, you may also contact the institutions listed under the section “How to Contact the Relevant Authority.”

## **10. How to Contact Us**

If you have any questions or concerns regarding the processing of your personal data, or if you wish to exercise your rights related to your personal data, please do not hesitate to contact us:

SOLUNA HARMONY S.R.L., Registered office: Buftea, Ilfov County, Romania, Registered with the Trade Register under no. 585919 dated 15.07.2025, Unique registration code: 52147285, Represented by: Pascu Mariana – Alexandra, e-mail [alexandra@harmonrise.com](mailto:alexandra@harmonrise.com).

## **11. How to Contact the Relevant Supervisory Authority**

If you wish to file a complaint or if you believe that we have not addressed your concern in a satisfactory manner, you may contact the following authority:

\* National Supervisory Authority for Personal Data Processing / Autoritatea Națională de Supraveghere a Prelucrării Datelor cu

Caracter Personal pentru informații:

\* Adresa postală: B-dul G-ral. Gheorghe Magheru 28-30, Sector 1, cod postal 010336, Bucuresti, România

\* Telefon: +40.318.059.211, +40.318.059.212

\* Email: [anspdcp@dataprotection.ro](mailto:anspdcp@dataprotection.ro)

\* Site: <https://www.dataprotection.ro>

## **B. Product / Service Delivery Policy**

SOLUNA HARMONY S.R.L. offers the following products and services:

- one-to-one alternative therapy and coaching sessions, part of the HarmonRise Method
- online webinars and workshops
- in-person seminars and workshops
- electronic and physical educational products
- online or in-person courses

We provide services online through the Zoom and Google Meet platforms—depending on preference—or in person.

Any materials included in the purchased services will be delivered in digital/online format to the email address provided by you.