

Privacy Policy

AQLIA — Creative Agency

Last updated: 01 JULY 2026

This Privacy Policy explains how AQLIA (“we”, “us”, “our”) collects, uses, stores, and protects personal data when you visit our website, use our services, or contact us. We are committed to handling your data with transparency, in accordance with applicable U.S. federal and state privacy laws — including the California Consumer Privacy Act (CCPA), as amended by the California Privacy Rights Act (CPRA) — and, where applicable, the privacy laws of other jurisdictions where our clients and contacts are based.

Please read this policy carefully. By using our website or services, you acknowledge that you have read and understood this Privacy Policy. California, Saudi Arabia, and UAE residents should also read AQLIA's supplemental CCPA and PDPL notices, which form part of this Privacy Policy.

1. Who We Are

Field	Details
Company Name	AQLIA agency LLC
State of Formation	Wyoming, USA
Registered Address	TBC
EIN / State Registration Number	TBC
Website	www.aqlia-agency.com
Privacy Contact Email	contact@aqlia-agency.com

AQLIA is the business responsible for personal data collected via our website and in connection with our services. If you have any questions about how we use your data, please contact us at the email above.

2. What Data We Collect

We collect personal data in the following ways:

2.1 Contact Forms & Enquiries

When you submit a contact form, book a discovery call, or reach out to us via email, we may collect:

- Your name
- Your email address
- Your company name (if provided)
- Any other information you choose to include in your message

2.2 Client Onboarding & Service Delivery

When you become a client of AQLIA, we may collect additional information including:

- Billing information (name, company, address) for invoicing purposes — note: payment card data is processed by Stripe and is not stored by AQLIA
- Business information you share with us in the course of our work together (brand briefs, assets, content, communications)
- Contact details of your team members or representatives

2.3 Website Analytics

We use analytics tools to understand how visitors use our website. This may include:

- Your IP address (anonymised where possible)
- Browser type and version
- Pages visited, time spent, and navigation paths
- Referring website or search query

Analytics tool in use: Google Analytics 4 / metriccool / Wix

2.4 Cookies

We use cookies and similar technologies on our website. See our Cookie Policy for full details on what cookies we use and how to manage them.

3. Why We Collect Your Data

Purpose	Data Collected	Retention Period
Responding to enquiries and contact form submissions	Name, email, message	[12 months from last contact]
Delivering our services to clients	Name, email, billing info, project data	[Duration of contract + [NUMBER] years]
Sending invoices and processing payments	Name, company, address	[Per applicable federal/state recordkeeping requirements — typically 3–7 years]
Website analytics and improvement	Anonymised usage data, IP	[26 months]
Marketing emails (if opted in)	Name, email	[Until opt-out/unsubscribe]

4. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purpose for which it was collected, and in accordance with applicable legal requirements:

- Enquiry and contact data: up to 12 months from last contact, unless you become a client
- Client data (contracts, invoices, project files): for the duration of the engagement plus 7 years, in accordance with applicable federal and state recordkeeping and tax obligations
- Analytics data: as set by the analytics provider (typically 14–26 months) — anonymised where possible
- Marketing emails: until you withdraw consent or unsubscribe

After the relevant retention period, data is securely deleted or anonymised.

5. Who We Share Your Data With

We do not sell, rent, or trade your personal data. AQLIA does not “sell” or “share” personal information as those terms are defined under the CCPA/CPRA. We may share your data with the following categories of trusted third-party service providers, solely to operate our business:

Service Provider	Purpose	Location	Safeguards
Stripe	Payment processing	USA / EU	PCI-DSS compliant; contractual data protection terms
Google (Workspace / Analytics)	Email, Drive, analytics	USA / EU	Google DPA; SCCs where applicable
ClickUp	Project management	USA	ClickUp DPA
Notion	Documentation	USA	Notion DPA
Calendly	Appointment scheduling	USA	Calendly DPA
Metricool	Social media analytics	EU (Spain)	GDPR compliant
OpenSign	Document signing	[CONFIRM LOCATION]	[CONFIRM SAFEGUARDS]
Freelancers / contractors	Service delivery	Various	Bound by confidentiality agreement

6. International Data Transfers

AQLIA is based in the United States, and personal data we collect is generally processed and stored in the United States. Some of the third-party service providers we use may process data in other countries, including within the European Economic Area (EEA).

Where required by the law of a data subject's home jurisdiction — for example, the GDPR for EU/UK residents, or the Saudi and UAE PDPL for Gulf-region residents — we take appropriate measures to safeguard cross-border transfers, such as contractual data protection terms with our service providers. See AQLIA's supplemental Gulf Region Compliance Notice for Saudi Arabia and UAE-specific transfer safeguards.

You may request details of the specific safeguards applied to any transfer by contacting us at the address in Section 1.

7. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal data. We honor the following rights for individuals to the extent required by applicable law; additional jurisdiction-specific rights are set out in our supplemental notices referenced below:

Right	What It Means	Notes
Access	Request a copy of the personal data we hold about you	We will respond within 30 days
Correction	Ask us to correct inaccurate or incomplete data	We will update without undue delay
Deletion	Ask us to delete your data	Subject to legal retention obligations
Restriction	Ask us to limit how we use your data	While a dispute is resolved
Portability	Receive your data in a structured, machine-readable format	Where technically feasible
Objection / Opt-Out	Object to certain processing, or opt out of sale/sharing	We do not sell or share personal information
Withdraw Consent	Withdraw any consent you have given at any time	Does not affect prior processing

To exercise any of these rights, contact us at: contact@aqlia-agency.com. We aim to respond to all valid requests within 30 calendar days.

- California residents: see AQLIA's CCPA Privacy Notice for detailed rights (Right to Know, Delete, Correct, Opt Out of Sale/Sharing, Limit Use of Sensitive Information, and Non-Discrimination) and CCPA-specific response timelines.
- Saudi Arabia and UAE residents: see AQLIA's Gulf Region Compliance Notice (PDPL) for jurisdiction-specific rights and transfer safeguards.
- EU/UK residents: where the GDPR or UK GDPR applies to our processing of your data, we will honor equivalent rights upon request.

8. Cookies

Our website uses cookies and similar tracking technologies. Please refer to our Cookie Policy for full details, including the types of cookies used, their purposes, and how to manage your preferences.

9. Children's Privacy

Our website and services are not directed at children under the age of 16. In the United States, we do not knowingly collect personal data from children under 13 in a manner inconsistent with the Children's Online Privacy Protection Act (COPPA). If you believe we have inadvertently collected data from a child, please contact us immediately and we will delete it.

10. Data Security

We implement appropriate technical and organisational measures to protect your personal data against accidental or unlawful destruction, loss, alteration, unauthorised disclosure, or access. These measures include:

- Access controls and authentication for internal systems
- Encrypted data transmission (HTTPS)
- Regular review of our data handling practices
- Confidentiality obligations for all staff and contractors with access to personal data

No method of transmission over the internet is 100% secure. While we strive to use commercially reasonable means to protect your data, we cannot guarantee its absolute security.

11. Third-Party Websites

Our website may contain links to third-party websites. We are not responsible for the privacy practices of those websites and encourage you to read their respective privacy policies.

12. Regulatory Complaints

If you believe we are not handling your personal data appropriately, you may lodge a complaint with the regulator relevant to your location:

- United States (general): the Federal Trade Commission (FTC), or your state Attorney General's office
- California: the California Privacy Protection Agency (CPPA)
- EU/EEA or UK (where GDPR/UK GDPR applies): your local data protection supervisory authority
- Saudi Arabia: the Saudi Data & AI Authority (SDAIA)
- United Arab Emirates: the UAE Data Office

We encourage you to contact us first at contact@aqlia-agency.com so we can try to resolve your concern directly.

13. Changes to This Policy

We may update this Privacy Policy from time to time. When we do, we will revise the “Last updated” date at the top of this page. We encourage you to review this policy periodically.

For material changes, we will make reasonable efforts to notify you — for example, by posting a notice on our website or emailing active clients.

14. Contact Us

If you have any questions, concerns, or requests relating to this Privacy Policy or our data practices, please contact us at: contact@aqlia-agency.com