

Privacy Policy

Effective Date: September 24, 2023

This Privacy Policy outlines the practices of DKH Engraving regarding the collection, use, and protection of personal information on our e-commerce website www.dkhengraving.com (the "Website"). We are committed to safeguarding your privacy and ensuring the security of your personal information. This Privacy Policy explains how we collect, use, disclose, and protect your information when you visit and interact with our Website.

By using our Website, you consent to the practices described in this Privacy Policy.

1. Information We Collect

1.1 Personal Information We may collect personal information that you provide to us when you use our Website, including but not limited to:

- Name
- Email address
- Postal address
- Phone number
- Payment information (collected through PayPal)

1.2 Automatically Collected Information We may also automatically collect certain information when you visit our Website, including:

- IP address
- Device information (e.g., browser type, operating system)
- Cookies and similar technologies (please see our Cookie Policy for more information)
- Website usage data

2. How We Use Your Information

We use the information we collect for various purposes, including but not limited to:

- Processing and fulfilling your orders
- Providing customer support
- Sending transactional emails, such as order confirmations and shipping updates
- Improving and customizing our Website and services
- Conducting analytics to understand user behavior and preferences
- Complying with legal obligations

3. Disclosure of Your Information

We may share your personal information with third parties in the following circumstances:

- With PayPal: We share your payment information with PayPal to process payments securely. Please review PayPal's privacy policy for more information on their data handling practices.
- Service Providers: We may engage third-party service providers to assist with various aspects of our business, such as shipping, marketing, and analytics. These service providers may have access to your personal information only as necessary to perform their functions and are contractually obligated to protect your data.
- Legal Requirements: We may disclose your information if required by law or to protect our rights, privacy, safety, or property or that of our customers.
- Business Transfers: In the event of a merger, acquisition, or sale of all or a portion of our assets, your personal information may be transferred as part of the transaction.

4. Your Choices

- You can access, update, or delete your personal information by contacting us at dekeyzerhardscapes@gmail.com
- You may disable cookies in your browser, but please note that this may affect your experience on our Website.

5. Security

We use reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is entirely secure, so we cannot guarantee its absolute security.

6. Children's Privacy

Our Website is not intended for children under the age of 13. We do not knowingly collect personal information from children under 13. If you believe we have collected information from a child under 13, please contact us, and we will promptly remove the information.

7. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. We will notify you of any material changes by posting the updated Privacy Policy on our Website or by other means.

8. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our data practices, please contact us at dekeyzerhardscapes@gmail.com.

By using our Website, you agree to this Privacy Policy and our Terms of Use.