

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [<https://www.refinedcompletions.com/>] (the “Site”).

PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, and time zone. We will also collect information from some of the cookies installed on your device, including what websites or search terms referred you to the Site.

Additionally, as you browse the Site, we collect information about the individual web pages or products that you view and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information”.

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies and how to disable cookies, visit <http://www.allaboutcookies.org>.
- “Log files” track actions occurring on the Site and collect data, including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps.
- “Web beacons”, “tags”, and “pixels” are electronic files used to record information about how you browse the Site.

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you. This may include your name, billing address, shipping address, payment information (including credit card numbers or PayPal account email addresses), email address, and phone number. We refer to this information as “Order Information”.

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

HOW DO WE USE YOUR PERSONAL INFORMATION?

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Order information can be used on email services using HubSpot. Additional information on HubSpot is included below.

We use the Device Information that we collect to screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

SHARING YOUR PERSONAL INFORMATION

We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request (e.g. to ship an order) or for internal purposes within our customer relationship management application, HubSpot.

HubSpot is an application we use to manage our customers' contact information and purchases. Information on HubSpot can be found [here](#). We also use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information [here](#). You can also opt-out of Google Analytics [here](#).

BEHAVIORAL ADVERTISING

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page [here](#).

You can opt out of targeted advertising by using the links below:

- [Facebook](#)
- [Google](#)
- [Bing](#)

DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

SAFETY

We take precautions to protect your information. When you submit sensitive information via the Site, your information is protected both online and offline.

If we collect sensitive information (such as credit card data), that information is encrypted and transmitted to us in a secure way. You can verify this by looking for a lock icon in the address bar and looking for "https" at the beginning of the address of the Web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information.

YOUR RIGHTS

When any processing of your Personal Information is based on your consent, you may withdraw consent. If you would like to exercise these rights, please contact us through the contact information below. United States citizens have the right to lodge a complaint with your local supervisory authority for data privacy issues, such as Data Protection Authorities, the United States Federal Trade Commission, or state Attorneys General.

If you are a European resident, you have the right to access the Personal Information and to ask that your Personal Information be corrected, updated, or deleted. You may also object to particular uses of your Personal Information and ask that related processing be restricted.

Additionally, if you are a European resident, we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Please note that your information will be transferred outside of Europe, including to Canada and the United States. Such transfers will be made pursuant to adequate protections, typically Standard Contractual Clauses.

For customers who reside in the EU, the General Data Protection Regulation requires that contractual protections must be in place for any transfers outside of the EU. HubSpot and Shopify made these required contractual protections so they apply automatically. You may view them [here](#) and [here](#).

DATA RETENTION

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

MINORS AND AGE OF CONSENT

The Site is not intended for individuals under the age of 13. By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

LINKS

This website contains links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to reach out to our team regarding your policy and information usage, please contact us by email at resources.refinedcompletions.com.