

Privacy Policy

Last Updated: February 25, 2025

Thank you for choosing to be part of our community at Urban Country Outfitters. Your privacy is important to us, and we are committed to protecting your personal information. If you have any questions or concerns about this privacy notice or our practices regarding your personal information, please contact us at one of our store locations.

When you visit our website or use our services, we appreciate your trust in us with your personal information. This privacy notice outlines what information we collect, how we use it, and what rights you have regarding your data. Please read it carefully. If you disagree with any terms, please discontinue the use of our services immediately.

This privacy notice applies to all information collected through our website, store locations, and services, including purchases, customer interactions, and marketing communications. As a California-based company, we comply with the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPRA), which provide additional privacy rights to California residents.

1. INFORMATION WE COLLECT

Personal Information You Provide to Us

We collect personal information that you voluntarily provide when you make a purchase, sign up for our newsletter, complete forms on our website, or communicate with us. This information may include:

- Name
- Phone number
- Email address
- Mailing address
- Payment details (processed through secure third-party platforms)
- Purchase history

All personal information must be accurate and up to date. Please notify us of any changes.

Information Automatically Collected

We collect certain information automatically when you visit our website, such as:

- IP address
- Browser and device type

- Operating system
- Referring URLs
- Website usage data (e.g., pages visited, time spent on the site)

This data helps us enhance website security and improve user experience.

2. HOW WE USE YOUR INFORMATION

We use the information collected to:

- Process and fulfill orders
 - Provide customer service and support
 - Improve website functionality and user experience
 - Communicate with you regarding orders, promotions, and updates
 - Send promotional offers or updates related to our products and services (you can opt out at any time)
 - Comply with legal and regulatory requirements
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3. SHARING YOUR INFORMATION

We do not sell or rent your personal information. However, we may share it in the following cases:

- **Service Providers:** We may share data with third-party vendors (e.g., payment processors, shipping companies, IT support) that assist in delivering our services.
- **Legal Compliance:** If required by law, we may disclose your information in response to legal requests or to protect our rights and safety.
- **Business Transfers:** If Urban Country Outfitters undergoes a merger, acquisition, or sale, your information may be transferred as part of the business transition.

Under the CCPA and CPRA, California residents have the right to opt out of the sale or sharing of their personal data.

4. DATA SECURITY

We implement appropriate security measures to protect your personal information from unauthorized access, disclosure, or alteration. However, no electronic transmission or storage method is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

5. YOUR PRIVACY RIGHTS (CCPA & CPRA COMPLIANCE)

California residents have the following rights under the CCPA and CPRA:

- The right to know what personal information we collect and how we use it.
- The right to request access to the personal data we hold about you.
- The right to request deletion of your personal information (subject to legal retention requirements).
- The right to correct inaccurate or outdated information.
- The right to opt out of the sale or sharing of personal data.
- The right to limit the use of sensitive personal information.
- The right to not be discriminated against for exercising privacy rights.

To exercise any of these rights, please contact us at one of our store locations or email us at 561-323-2130.

6. THIRD-PARTY LINKS

Our website may contain links to external sites. We are not responsible for their privacy practices and encourage you to review their policies before providing personal information.

7. CHANGES TO THIS PRIVACY NOTICE

We may update this privacy notice periodically. Changes will be posted on our website with the updated date. Continued use of our services after changes indicates acceptance of the updated policy.

8. CONTACT US

If you have questions about this privacy notice, please contact us:

Urban Country Outfitters - Treasure Coast Square Mall

3174 NW Federal Hwy, Suite 3456A

Jensen Beach, FL 34957

Phone: 561-323-2130

Store Hours:

Monday - Thursday: 11am - 8pm

Friday & Saturday: 10am - 9pm
Sunday: 12pm - 6pm

Urban Country Outfitters - Edison Mall

4125 Cleveland Ave. #1405

Fort Myers, FL 33901

Phone: 239-475-2633

Store Hours:

Monday - Thursday: 11am - 8pm

Friday & Saturday: 10am - 9pm

Sunday: 12pm - 6pm

Thank you for choosing Urban Country Outfitters!