

PUFFIN & COMPANY

Privacy Policy

May 25, 2018

Puffin & Company takes the privacy of our customers very seriously. We will not share or sell any data collected from our customers with any third party. Our site does contain links to a few other sites such as needle art associations. Puffin and Company is not responsible for the privacy practices or content of such websites.

Our store is Level 1 PCI Compliant, the Payment Card Industry's highest level of Data Security Standards. Our website has security measures in place to protect the loss, misuse and alteration of the information under our control.

The following policy details what data we may collect, how it is used and how we protect that data and your privacy.

Essential information we collect

In operating our store, it is essential for us to capture some information about your device, such as your IP address and information related to your visit when you browse our store. For example, this might include time-stamp, the last page or product you visited, the indication that you logged in.

We do this in order to:

- remember you after you log in so that you do not need to authenticate at each click;
- let you browse between products without having to start back from the home page;
- remember if you put something in your shopping cart before you decide to checkout; and
- control that your data is processed securely.

We call the information mentioned above “essential information” and we collect it through the use of cookies. Cookies are small text files that most websites uses. A website places cookies in the web browser and then reads the information collected through the cookies every time the user performs an action. We use cookies. Without enabling this mechanism and this kind of cookies (first-party cookies), we could not provide you with the smooth experience that you expect while you are navigating.

Order information you expressly provide

If you purchase something from our store, we will need more specific information about you. To fully process your order and ship the merchandise you selected, we need your personal data such as your first and last name, your email address and your shipping and billing address. We also use your contact and order information to send you communication related to the processing of your order. We will ask you to provide this information in our “checkout page” before you finalize your purchase with the payment.

Partial Purchases

If you have started to buy one of our products, but have not completed the purchase, you may have provided partial information, such as your email. In that case, we might send you an email to remind you about your interest. If you are not comfortable in receiving further emails of this kind, we will provide you a link in the email to opt-out. Your privacy means a lot to us and we will stop sending you these communications right away.

Reviews

If you have completed a purchase, we might send you an email to ask you to review the product. Whether you love your purchase or have a complaint, we are interested in your opinion.

How do we process your information?

- Shopping Cart Platform: We use the ecommerce service provider BigCommerce to host our store and provide shopping cart functionality. BigCommerce is based in the US and is a participant in the EU-US Privacy Shield Framework and is committed to provide best in class data protection. You can check its participation in the Privacy Shield [here](#) on the official site of The International Trade Administration (ITA), U.S. Department of Commerce.
- Payments: Our store is PCI-DSS compliant (a very strict industry standard with requirements for the security of credit card information. We use the accredited companies, PayPal and QuickBooks to process your payment information.
- Email: Our store hosts emails with MicroSoft 365 Business which is compliant with the most current protocols and data security methods.

How long do we keep your information?

We keep your data for as long as you have an account with us. We also keep some data for security or legal obligations, for example, fraud detection and tax purposes.

Questions or issues?

If you have any questions on this policy or issues concerning your privacy, we want to hear from you. You will find our contact information on our website at: <http://puffinco.com/contact-us>

Updates

If we update our Privacy Policy to reflect a change or improvement of our services or a new legal obligation, we will publish a new version of this policy on our website, and will post a notice indicating a new version is available on our home page <http://puffinco.com> so it will be visible as you enter our store.