

Privacy Policy

Effective Date: September 1, 2024

1. Introduction

Welcome to KelvinsPerk.ca! We are committed to protecting your privacy and ensuring a safe online experience. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website or make a purchase in-store. By using our website or shopping with us, you agree to the practices described in this policy.

2. Information We Collect

2.1 Online Orders

When you place an order through our website, we collect the following information:

- **Personal Identification Information:** Name, email address, phone number, and shipping address.
- **Payment Information:** Credit card details or other payment method information (processed securely through our payment gateway).
- **Order Details:** Product information, purchase history, and any special requests or instructions.

2.2 In-Store Purchases

When you make a purchase at our physical store, we may collect:

- **Personal Identification Information:** Name, phone number, and email address (if provided).
- **Purchase Information:** Product details, transaction amount, and purchase date.

3. How We Use Your Information

We use the information we collect for the following purposes:

- **Order Processing:** To process and fulfill your orders, including shipping and handling.
- **Customer Service:** To respond to your inquiries, provide support, and address any issues or concerns.
- **Payment Processing:** To process payments and prevent fraudulent transactions.
- **Marketing and Promotions:** To send you promotional materials, newsletters, and updates (you can opt-out at any time).
- **Improvement of Services:** To enhance our website, products, and customer experience based on your feedback and usage patterns.

4. How We Share Your Information

We do not sell or rent your personal information to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** With third-party service providers who assist us in operating our website, processing payments, and fulfilling orders (e.g., shipping companies, payment processors). These providers are obligated to protect your information and use it only for the purposes for which it was provided.
- **Legal Requirements:** To comply with legal obligations, enforce our terms of service, or protect our rights and safety or the rights and safety of others.

5. Data Security

We implement reasonable security measures to protect your information from unauthorized access, use, or disclosure. However, no online transmission or storage system is completely secure, and we cannot guarantee absolute security.

6. Your Rights and Choices

You have the right to:

- **Access and Update:** Review and update your personal information by contacting us directly.
- **Opt-Out:** Unsubscribe from marketing communications by following the instructions in the emails or contacting us.
- **Delete Information:** Request deletion of your personal information, subject to legal and contractual restrictions.

7. Cookies and Tracking Technologies

We use cookies and other tracking technologies to enhance your browsing experience and analyze website usage. You can manage your cookie preferences through your browser settings. Please note that disabling cookies may affect the functionality of our website.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page, and we encourage you to review it periodically.

9. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your information, please contact us at:

Kelvins Perk-American Grocery Store
150B Second Ave N
Saskatoon, SK S7K 2B2
Email: kelvinsperkyxe@gmail.com

10. Consent

By using our website or making a purchase in-store, you consent to the collection, use, and sharing of your information as described in this Privacy Policy.