

Privacy Policy

General

We are committed to protecting your privacy. This privacy policy explains what information we collect about users of our website and mobile app and describes how we will use it. Our website and mobile app contain links to other sites which are outside our control and are not covered by this privacy policy. If you access other sites using the links provided, your information may be used by the operators of those sites in accordance with their privacy policy, which may differ from ours.

What information do we collect?

We collect information from you when you fill out a form or when you interact with our website or mobile app. When contacting us through our site or app, as appropriate, you may be asked to enter your: name, email address, mailing address, phone number, or other personal information.

What do we do with the information we collect?

- **To improve customer service:** Your information helps us respond more effectively to customer service requests and support needs.
- **To send periodic emails:** The email address you provide may be used to send you information and updates pertaining to your inquiry, along with occasional company news, updates, and related product or service information.
- **For Mobile App Users:** If you use our mobile app, we may collect certain information, including but not limited to device type, operating system version, and app usage. Additionally, if you provide permission, we may collect **geolocation** data to enhance your experience and provide location-based services, such as relevant offers or nearby store details.

Geolocation Tracking

For users of our mobile app, we may collect and process information about your device's real-time location. If you have enabled location services, we will collect your geolocation data to provide location-based services and offers. You may disable location tracking through your device's settings, but certain features may become inaccessible.

SMS Marketing and Communication

Subscribers may opt-in to receive SMS marketing messages by registering for our loyalty program or providing their phone number for communications. By doing so, you agree to receive automated promotional and personalized text messages related to new offers, services, and products.

- **Message Content:** Messages may include promotional offers, updates, and loyalty program alerts.
- **Message Frequency:** Message frequency may vary depending on the program or promotions you sign up for.
- **Message & Data Rates:** Message and data rates may apply as per your mobile carrier's terms.

Opt-Out Instructions: To opt out, text "STOP," "END," "CANCEL," "UNSUBSCRIBE," or "QUIT" to the number from which you received the message. You will receive one additional message confirming your opt-out request. To get further assistance or information, text "HELP" or contact customer service via email at marketing@rootedhg.com.

Mobile Application

This Privacy Policy applies to any personal information we collect through our mobile app. By using our app, you consent to the collection, use, and disclosure of information as outlined in this policy.

- **Collection:** We may collect information such as your name, email address, payment details, device information, location data, and any user-submitted content through the app.
- **Tracking Technologies:** The app may use cookies and similar tracking technologies to improve user experience and provide personalized content.

Loyalty Account Deletion

You can request to delete your loyalty account at any time. Please follow the steps below to delete your account:

1. Contact our customer service team at marketing@rootedhg.com with the subject "Account Deletion."
2. Provide your registered email address and phone number associated with your account.
3. Once your request is processed, we will delete your account within 30 days.

Note: Deleting your account will remove your loyalty points and subscription preferences.

Geolocation and Tracking

Marketing and Third-Party Sharing

For those who have registered for a service, product, or newsletter, we may use your information to notify you regarding relevant updates and offers. We will not sell, trade, or rent your personal information to others.

Data Security

We are committed to ensuring the protection of your personal data. We use industry-standard encryption technologies to protect your data and adhere to strict security protocols. However, no system is completely secure, and we cannot guarantee absolute security of your data.

Third-Party Data Collection

We may share information with third-party service providers, advertisers, and analytics companies who assist in providing our services. These third parties may use their own cookies or tracking technologies to collect and use information about your device or interactions with our services for marketing and other purposes.

Disclosure of Information

We will not sell, trade, or rent information about you to others. However, we may share information with trusted third-party service providers that assist in the operation of our business, including for marketing, analytics, and customer service purposes. These third parties are obligated to keep your information confidential and are not permitted to use it for other purposes.

Security Policy

Your payment and personal information are always secure. Our Secure Sockets Layer (SSL) software is the industry standard and among the best available for secure transactions. It encrypts all your personal information, including credit card numbers, name, and address, ensuring it cannot be read over the internet. All pages on our website that transmit sensitive data use SSL encryption.

Delivery Policy

Orders placed after 2:00pm EST will be shipped the following business day, subject to weather-related delays or other causes beyond our reasonable control. Orders will not be shipped or delivered on Saturdays, Sundays, or holidays. UPS and FedEx will not deliver to PO Boxes, and your package will be returned to us. There is no guarantee on timing for U.S. Postal Service deliveries, as these packages cannot be tracked.

Refund & Return Policy

All gift card sales are final—no refunds.

Changes to Our Privacy Policy

We may update this privacy policy from time to time. If we decide to change our privacy policy, we will post those changes on this page. Please check this page periodically to stay informed about how we are protecting your personal information.

Consent

By using our site, mobile app, or services, you consent to our online privacy policy.

Contacting Us

If you have any questions or concerns regarding this privacy policy or need assistance with account deletion, please contact us at marketing@rootedhg.com.