

# PAWESOME CHIC

## PRIVACY POLICY

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Effective Date: August 24, 2026

Pawesome Chic LLC ("Pawesome Chic," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, store, protect, and share personal information when you visit [www.pawesomechic.com](http://www.pawesomechic.com), purchase or inquire about our products, contact us for customer support, or interact with us through Amazon or another authorized sales channel.

### 1. Personal Information We Collect

Depending on how you interact with Pawesome Chic, we may collect:

- Your name, email address, telephone number, mailing address, and other contact information.
- Order details, transaction information, product information, shipping and return information, and customer-service history.
- Information you voluntarily provide during customer-support calls, chats, emails, or platform messages.
- Customer-support communications, including chat transcripts, call details, support requests, and notes created to help resolve an inquiry.
- Recordings of customer-support calls when recording is permitted and appropriate notice or consent has been provided.
- Pet information, product preferences, photographs, reviews, feedback, or other information you voluntarily submit.
- Website and device information, such as your IP address, browser type, device type, referring pages, pages viewed, approximate location, and cookie information.
- Information that Amazon or another authorized platform provides to us for order fulfillment, customer support, returns, refunds, fraud prevention, or legal and platform compliance.

Payment-card information is generally processed directly by Amazon or another authorized payment provider. Pawesome Chic does not ordinarily receive or store complete payment-card information.

### 2. How We Use Personal Information

We may use personal information to:

- Process, fulfill, deliver, and support product orders.
- Provide customer service through telephone calls, chat, email, Amazon messaging, or other approved communication methods.
- Identify customers and review relevant product, order, or support information during a customer-service interaction.
- Respond to questions, resolve product concerns, process returns or refunds, troubleshoot issues, and provide product-support instructions.
- Maintain customer-support records and follow up on unresolved requests.

- Improve our products, customer-support experience, website, and business operations.
- Operate, maintain, secure, and troubleshoot our website and services.
- Detect and prevent fraud, misuse, security incidents, or prohibited activities.
- Maintain business records and comply with applicable legal, tax, regulatory, safety, and Amazon requirements.
- Send marketing communications when you have provided the appropriate consent. You may unsubscribe from marketing emails at any time.
- Create aggregated or de-identified information for business and product analysis.

### 3. Amazon Customer Information

When Pawesome Chic receives customer information through Amazon, including through Amazon's Brand Integration Call & Chat or Product Support programs, we use that information only for purposes permitted by Amazon, such as:

- Providing product and technical support.
- Answering product-related questions.
- Addressing customer-service concerns.
- Assisting with returns, refunds, replacements, or order-related issues when permitted.
- Preventing fraud and protecting customers, Pawesome Chic, and Amazon.
- Meeting legal, tax, safety, and Amazon program obligations.

We do not use Amazon customer information for independent marketing, add Amazon customers to outside mailing lists without separate consent, sell Amazon customer information, or disclose it for purposes prohibited by Amazon.

Amazon Buyer-Seller Messaging and other Amazon-approved communication and support tools are ordinarily used when communicating with Amazon customers.

Amazon separately controls information collected through its websites and services. Amazon's handling of that information is governed by Amazon's own privacy policies and terms.

### 4. How Information Is Stored and Protected

Personal information may be stored within secure business systems, Amazon-approved tools, customer-support systems, email systems, website platforms, and service-provider systems used to operate our business.

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, loss, misuse, or alteration. These measures may include:

- Limiting access to personal information to individuals who need it for legitimate business purposes.
- Using password-protected accounts and secure service providers.
- Using secure HTTPS connections on our website.
- Maintaining appropriate account-access and authentication controls.
- Reviewing and securely disposing of information when it is no longer reasonably necessary.

No electronic transmission or storage system can be guaranteed to be completely secure. We therefore cannot guarantee absolute security.

## 5. How Long We Retain Information

We retain personal information only for as long as reasonably necessary to:

- Provide customer and product support.
- Fulfill the purposes described in this Privacy Policy.
- Maintain appropriate transaction and customer-service records.
- Comply with legal, tax, regulatory, safety, and Amazon requirements.
- Resolve disputes and enforce agreements.
- Detect or prevent fraud and security incidents.

When information is no longer reasonably required, we may delete it, securely dispose of it, or convert it into aggregated or de-identified information.

## 6. When We Share Personal Information

We may share personal information only when reasonably necessary with:

- Amazon and other authorized sales platforms.
- Website-hosting, customer-support, email, analytics, security, payment, fulfillment, and shipping providers.
- Professional advisers, such as attorneys, accountants, or consultants.
- Government authorities or law-enforcement agencies when required by law or necessary to protect legal rights, safety, customers, or the public.
- A successor organization in connection with a merger, acquisition, financing, reorganization, or sale of all or part of the business.

Service providers are expected to use personal information only for the services they perform on our behalf and to protect it appropriately.

Pawesome Chic does not sell personal information for money.

## 7. Cookies and Website Information

Our website may use cookies or similar technologies to operate the site, remember preferences, understand website activity, improve performance, and help protect against fraud or misuse.

You may control certain cookies through your browser settings. Disabling cookies may affect some website features.

## 8. Your Privacy Choices and Rights

Depending on where you live, you may have the right to request:

- Access to personal information we maintain about you.
- Correction of inaccurate personal information.
- Deletion of eligible personal information.
- A copy of certain personal information.
- Information about how personal information is used or disclosed.
- An opt-out from certain sales, sharing, targeted advertising, or profiling activities where applicable.

- An appeal if a privacy request is denied, where required by law.

You may unsubscribe from marketing emails by using the unsubscribe link included in the message.

To submit a privacy request, email **pawesomechic@gmail.com** with the subject line **Privacy Request**. We may need to verify your identity before completing a request. We will not discriminate against you for exercising an applicable privacy right.

For information controlled directly by Amazon, you may need to submit your request directly to Amazon.

## 9. Children's Privacy

Our website and products are not directed to children under 13, and we do not knowingly collect personal information directly from children under 13. If we learn that such information has been collected, we will take reasonable steps to delete it.

## 10. Third-Party Websites and Services

Our website may contain links to Amazon or other third-party websites and services. Pawesome Chic is not responsible for the privacy practices of those third parties. We encourage you to review their privacy policies before providing personal information.

## 11. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices, services, legal obligations, or Amazon program requirements. The updated version will be posted on our website with a revised effective date.

## 12. Contact Us

For privacy-related questions or requests, contact:

### **Pawesome Chic LLC**

1509 Homestead Avenue

Frederick, MD 21702

Email: **pawesomechic@gmail.com**

Website: **www.pawesomechic.com**

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This policy is intended to describe Pawesome Chic LLC's privacy practices and support Amazon Brand Integration enrollment requirements. It is not legal advice.