

Privacy Policy — Cookie Vapes

Introduction

This Privacy Policy explains how Cookie Vapes collects, uses, discloses, and protects personal information when you visit or use our website, mobile applications, products, and services (collectively, the Services). By accessing or using the Services you consent to the collection and use of information as described in this policy.

Definitions

- **Personal Information:** Any information that identifies or can reasonably identify an individual.
- **Sensitive Personal Information:** Data such as government ID numbers, financial account numbers, precise geolocation, health information, or biometric data.
- **Controller / Company:** Cookie Vapes, contact: Sales@cookievapes.com.

Information We Collect

- **Account Information:** name, email address, phone number, password, profile photo.
- **Payment and Billing:** credit card number (via third-party processor), billing address, purchase history.
- **Device and Usage Data:** IP address, device identifiers, browser type/version, OS, pages visited, session duration, crash reports.
- **Analytics and Performance:** aggregated usage statistics, feature usage, A/B test results.
- **Communications:** messages you send to customer support, feedback, and survey responses.
- **Location Data:** approximate location inferred from IP; precise GPS only if you grant permission on mobile devices.
- **Third-Party Data:** information from social logins or third-party services you connect.
- **Cookies and Tracking:** cookies, web beacons, pixels, SDKs, and similar technologies.

How We Collect Information

- Directly from you when you register, purchase, upload content, or contact support.
- Automatically through cookies, server logs, analytics, and device identifiers when you use the Services.
- From third parties such as payment processors, analytics providers, and social login providers.
- From public sources and data partners, where permitted by law.

How We Use Information

- **Provide and operate the Services:** account creation, authentication, payments, in-app features.
- **Improve the Services:** analytics, troubleshooting, product development, personalization.
- **Communications:** send transactional messages, service notices, marketing (with consent where required).
- **Security and Fraud Prevention:** detect and prevent abuse, enforce terms, mitigate risk.
- **Legal Compliance:** respond to lawful requests, protect rights and safety.
- **Business Operations:** mergers, acquisitions, corporate reorganizations (with notice where required).

Legal Bases for Processing (where applicable)

- Performance of a contract (to provide Services you request).
- Legitimate interests (improving Services, fraud prevention) balanced against your rights.
- Consent (for marketing communications, optional analytics, or where required).
- Legal obligations (to comply with laws or court orders).

Sharing and Disclosure

- **Service Providers:** payment processors, cloud hosting, analytics, email/SMS vendors under contract and limited purpose.
- **Business Transfers:** in connection with a merger, acquisition, or asset sale; notice provided to affected users.

- **Legal and Safety:** to comply with laws, respond to subpoenas, protect rights and safety.
- **With Your Consent:** when you authorize other sharing.
- **Aggregated or De-identified Data:** which cannot reasonably be re-identified, used for any purpose.

Third-Party Services and Links

Our Services may contain links to third-party sites and integrate third-party services. This Privacy Policy does not apply to third parties. Review their privacy policies before providing personal information.

Cookies and Tracking Technologies

We use cookies and similar technologies to operate the Services, analyze trends, deliver personalized content, and advertise. You can control cookies through browser settings or opt-out mechanisms; some features may not work without cookies.

Data Retention

We retain personal information as long as necessary to provide Services, comply with legal obligations, resolve disputes, and enforce agreements. Retention periods vary by data type and purpose.

Data Security

We maintain administrative, technical, and physical safeguards designed to protect personal information. No system is completely secure; we cannot guarantee absolute security. In the event of a data breach, we will follow applicable notification laws.

International Transfers

We may transfer personal information across borders to our affiliates and service providers. When transferring from the European Economic Area or other regions with data transfer rules, we rely on lawful transfer mechanisms such as Standard Contractual Clauses or other appropriate safeguards.

Your Rights and Choices

- **Access and Portability:** request a copy of personal information you provided.
- **Correction:** request correction of inaccurate or incomplete information.
- **Deletion:** request deletion of personal information, subject to legal exceptions.
- **Restriction or Objection:** object to or request restriction of certain processing.
- **Consent Withdrawal:** withdraw consent for processing that relied on consent.
- **Opt-Out of Marketing:** click unsubscribe links or contact us to stop promotional communications.
- **California Residents:** right to request disclosure of categories of personal information collected, sold, or shared; right to request deletion; right to opt-out of sale/sharing under CCPA/CPRA.
- **EU/EEA Residents:** rights to access, rectify, erase, restrict processing, data portability, object, and lodge a complaint with a supervisory authority under GDPR.

To exercise rights, contact: Sales@cookievapes.com. We may require verification and may limit requests that are manifestly unfounded or excessive.

Children

Our Services are not directed to children under 16. We do not knowingly collect personal information from children under 16. If you believe we have collected such information, contact us to request deletion.

Sensitive Personal Information

We generally do not collect Sensitive Personal Information. If we need to collect it for a specific purpose, we will obtain explicit consent where required and apply heightened safeguards.

Automated Decision-Making and Profiling

We may use automated processing to personalize content and recommend features. You may request information about the logic involved and meaningful information about the consequences of automated decisions where required by law.

Advertising and Analytics

We use analytics and advertising partners to measure and optimize our Services. These partners may use cookies and device identifiers to collect information about your activity across sites and apps. To opt out of targeted advertising, use device settings or industry opt-out tools.

Opting Out of Sale or Sharing of Personal Information

If you are a California resident and wish to opt out of the sale or sharing of personal information, submit a request to Sales@cookievapes.com. We do not knowingly sell personal information of minors under 16 without affirmative authorization.

Changes to This Policy

We may update this Privacy Policy from time to time. We will post the revised policy with a new effective date and, when required by law, provide notice of material changes.

Contact Us

For questions, requests, or privacy concerns contact:

- **Email:** Sales@cookievapes.com