

## **Privacy and Data Handling Policy**

### **Sandstone Home LLC**

*Last updated: November 10, 2025*

#### **1. Purpose**

This Privacy and Data Handling Policy applies to Sandstone Home LLC (“we,” “us,” “our”) and governs how we collect, use, process, store, share, and dispose of personal data and sensitive information originating from our customers, e-commerce partners (including Amazon Seller Central), logistics partners (including but not limited to Freight Club), and other business operations.

#### **2. Scope**

This policy applies to all personal and business data processed by Sandstone Home LLC, including but not limited to:

- Customer Personal Identifiable Information (PII) such as names, addresses, contact details, order information, and payment-related details
- Vendor/supplier and partner information
- Staff and contractor information related to business operations
- Data received via integration with e-commerce platforms (Amazon Seller Central, others) and logistics platforms (Freight Club, others)

#### **3. Data Collection**

We collect personal and business information from the following sources:

- Customers who purchase goods or services from our website or through integrated e-commerce platforms
- E-commerce vendors (e.g., Amazon), logistics/shipping partners (e.g., Freight Club) via secure API integrations
- Staff, contractors, and business partners directly for business purposes

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#### **4. Use of Data**

We use collected data for the following:

- Fulfilling orders, including processing, shipping, and returns
- Communicating with customers and partners

- Generating shipping labels, packing slips, and order documentation
  - Managing business operations, including accounting, inventory, and compliance
  - Meeting legal and contractual obligations
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## 5. Data Storage and Security

- All customer, vendor, and partner data is stored securely on cloud-based ERP solutions (currently Infor CloudSuite and, where applicable, partner platforms such as Freight Club)
  - **Encryption:** All personal information (including PII) is encrypted at rest using industry-standard encryption (AES-256 or better), as well as in transit (SSL/TLS 1.2 or above)
  - **Access Controls:** Access to data is strictly controlled based on role and job function (Role-Based Access Control, RBAC).
  - **Authentication:** Strong password and authentication requirements are enforced; Multi-Factor Authentication (MFA) is required for administrative and sensitive data access
  - **Audit Logging:** All access and data-handling activities are logged and regularly reviewed to detect unauthorized use or breaches
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## 6. Data Sharing

- **External Sharing:** Sandstone Home LLC does not sell or lease personal data to any third party. Data may be shared externally only with our contracted service providers (e.g., Amazon, Freight Club) for order fulfillment and only as required
  - **Vendor Security:** All third-party partners are required to demonstrate compliance with applicable data protection policies and security best practices
  - **No Data Resale:** Data is never used for customer profiling, marketing, or resale outside of the original transaction purpose
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## 7. Data Retention and Deletion

- **Retention:** Personal data (including Amazon customer PII) is retained only for as long as necessary to fulfill orders, meet accounting/legal obligations, or as contractually required by partners, but in any case for no longer than 30 days following order fulfillment or shipment unless legally required otherwise
  - **Disposal:** After the retention period, data is securely deleted from our systems and backups via automated processes
  - **Backups:** Backups are encrypted and follow the same retention and deletion schedules as production data
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## 8. Data Handling During Development and Testing

- **Test Environment:** No customer or vendor PII is ever used in development or testing environments; only anonymized or dummy data is utilized in non-production systems
  - **Separation of Duties:** Development and production data are maintained on separate infrastructure and only accessible to authorized personnel
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## 9. Incident Response

Should a data breach, unauthorized access, or suspected breach occur:

- The incident will be investigated immediately
  - Affected systems will be secured, and the scope assessed
  - All investigation and mitigation steps will be documented
  - Amazon and any affected partners will be notified within 24 hours of detection
  - Impacted individuals (if any) will be notified as required by law
  - A post-incident review will be conducted, and remediation actions implemented
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## 10. Your Rights and Choices

- Customers may request information about the personal data we hold, ask for corrections, or request deletion in accordance with applicable law
- Requests can be sent to [privacy@sandstonehome.co](mailto:privacy@sandstonehome.co)

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## **11. Policy Updates**

This policy is reviewed regularly and updated as needed to reflect changes in practices, technology, or regulatory requirements.

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## **12. Contact**

For any questions regarding this policy or our data handling practices, contact us at:

[privacy@sandstonehome.co](mailto:privacy@sandstonehome.co)

Sandstone Home LLC

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## **13. Supporting Vendor/Partner Policies**

Sandstone Home LLC utilizes the following platforms/resources, each of which maintains its own robust security and privacy standards:

- Infor CloudSuite Distribution: <https://trust.infor.com/>
  - Freight Club: <https://www.freightclub.com/security-practices>
  - Additional vendors/platforms as contracted
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**This Privacy and Data Handling Policy is effective as of January 1, 2025 and applies to all data processed by Sandstone Home LLC in connection with its e-commerce sales and fulfillment activities.**