

Effective Date: 01/01/2024

At Johnnys 3D Workshop, we are committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, place an order, or engage with our 3D printing services. Please read this policy carefully. By using our services, you agree to the terms outlined below.

1. Information We Collect

We collect information that is necessary to provide our services and improve your experience with us. The types of information we may collect include:

- **Personal Identification Information:** This includes your name, email address, phone number, billing and shipping addresses, and payment information (credit card details or other payment methods).
- **Order Information:** This includes details about the 3D printing services you request, such as the type of object, design files, customization details, and shipping instructions.
- **Technical Data:** We may collect information about your device, IP address, browser type, operating system, and browsing activity on our website for analytics and to improve user experience.

2. How We Use Your Information

We use your information for various purposes, including but not limited to:

- **Processing Orders:** To fulfill and manage your 3D print orders, including providing you with updates on order status.
- **Customer Support:** To respond to inquiries, resolve issues, and provide assistance related to our products and services.
- **Personalization:** To improve our website, services, and product offerings based on your preferences and usage patterns.
- **Marketing:** With your consent, we may send you promotional materials, updates, and special offers related to our 3D printing services. You can opt out of marketing communications at any time.
- **Legal Compliance:** To comply with legal obligations, such as processing transactions and responding to legal requests.

3. How We Share Your Information

We value your privacy and will not sell, rent, or trade your personal information to third parties. However, we may share your information in the following circumstances:

- **Service Providers:** We may share your information with trusted third-party companies who help us operate our website, process payments, ship products, or perform other business functions. These service providers are only permitted to use your data as necessary to perform their services and are bound by confidentiality obligations.
- **Legal Obligations:** We may disclose your information to comply with legal requirements, protect our rights, or respond to requests from law enforcement agencies.
- **Business Transfers:** In the event of a merger, acquisition, or sale of our business, your personal information may be transferred as part of the transaction.

4. Data Security

We take appropriate technical and organizational measures to protect your personal information from unauthorized access, loss, misuse, or alteration. This includes using secure encryption for sensitive data (such as payment information) and implementing strict internal controls. However, no data transmission over the internet or method of electronic storage is 100% secure, and we cannot guarantee absolute security.

5. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance user experience, analyze site traffic, and personalize content. Cookies are small text files stored on your device that allow us to remember your preferences and actions over time. You can control the use of cookies through your browser settings, but disabling cookies may affect the functionality of our website.

6. Your Rights and Choices

You have certain rights regarding your personal information, including:

- **Access:** You can request access to the personal data we hold about you.
- **Correction:** You can request corrections to any inaccurate or incomplete information.
- **Deletion:** You may request that we delete your personal data, subject to certain legal exceptions.

- **Opt-Out of Marketing:** If you no longer wish to receive marketing emails, you can unsubscribe by following the instructions in our emails or contacting us directly.
- **Data Portability:** You may request a copy of your personal data in a structured, commonly used, and machine-readable format.

If you wish to exercise any of these rights, please contact us at [contact email/phone].

7. Third-Party Links

Our website may contain links to third-party websites that are not controlled or operated by us. We are not responsible for the privacy practices or content of these external sites. We encourage you to review their privacy policies before providing any personal information.

8. Children's Privacy

Our services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children. If you believe we have inadvertently collected such information, please contact us immediately so we can take appropriate action.

9. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your information.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy, please contact us at:

Johnnys 3D Workshop

Email: info@johnnys3dprints.com