

Privacy Policy for Aroma Heaven

Effective Date: Monday, 06 November 2023.

Last Updated: Wednesday, 27 November 2023.

At Aroma Heaven, we are committed to safeguarding the privacy and personal information of our customers. This Privacy Policy outlines how we collect, use, disclose, and protect your personal data when you visit our website, place an order, or interact with our services.

By accessing or using the Aroma Heaven website, you acknowledge that you have read, understood, and agreed to the terms and practices described in this Privacy Policy.

Information We Collect

We collect various types of information to provide you with a seamless shopping experience and improve our services. The information we collect includes:

- 1. Personal Information:** This includes your name, contact information (such as email address, phone number, and shipping address), and payment details when you make a purchase.
- 2. Account Information:** If you create an account with us, we collect your username and password.
- 3. Transaction Data:** We collect information related to your purchases, including order history, products ordered, and transaction details.
- 4. Device and Usage Information:** We may collect information about the device you use to access our website and how you interact with our services. This includes IP address, browser type, and referral source.
- 5. Cookies and Tracking Technologies:** We use cookies and other tracking technologies to enhance your online experience and collect data about your browsing behaviour.

How We Use Your Information

We use the information we collect for the following purposes:

- 1.** To fulfil your orders and provide customer support.
- 2.** To communicate with you about your account and our products.
- 3.** To improve our website and services.
- 4.** To personalize your shopping experience.
- 5.** To send promotional offers and marketing communications (only with your consent).
- 6.** To ensure the security and integrity of our website.

Disclosure of Your Information

We may share your information with third parties only in the following situations:

1. To process your orders and payment with trusted partners.
2. To comply with legal obligations, such as responding to subpoenas, court orders, or other legal processes.
3. To protect our rights and interests and those of our customers.
4. In the event of a merger, acquisition, or sale of all or a portion of our business, your information may be transferred as part of the transaction.

Your Choices and Rights

You have the following choices and rights concerning your personal information:

1. Access and Correction: You can access and update your personal information through your account settings.
2. Marketing Communications: You can opt out of receiving promotional emails at any time.
3. Data Deletion: You can request the deletion of your personal data, subject to certain legal obligations.
4. Cookies: You can manage your cookie preferences through your browser settings.
5. Consent Withdrawal: You can withdraw your consent for marketing communications at any time.

Cookies and Tracking Technologies

We use cookies and similar technologies to collect non-personal information and enhance your user experience. You can manage cookie preferences through your browser settings.

Security

We implement reasonable security measures to protect your personal information from unauthorized access, disclosure, alteration, and destruction. However, please be aware that no data transmission over the internet is entirely secure, and we cannot guarantee absolute security.

Changes to this Privacy Policy

Aroma Heaven may update this Privacy Policy periodically. Any updates will be posted on our website.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

Aroma Heaven

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Oshiwara, Andheri West

Mumbai, India

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Thank you for choosing Aroma Heaven for your essential oil needs. We appreciate your understanding and compliance with these Privacy Policies.