Privacy Policy

Last Updated: October 28, 2026 · https://crafty-boba.order-online.store/

Crafty Boba, LLC ("Crafty Boba", "we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy describes how we collect, use, and disclose personal information from individuals who use our website (https://crafty-boba.order-online.store/) and any related services. By using our Services, you agree to the practices described in this policy.

1. Information We Collect & Why

We collect personal information that identifies, relates to, or could reasonably be linked with you. Below is a summary of the categories we collect and the purposes for which we use them.

Category	Examples	Purpose
Identifiers & contact info	Name, email, phone, address, IP address, account name	Process orders, manage your account, communicate, marketing
Financial information	Credit/debit card data (processed by our payment provider)	Secure transaction processing
Commercial information	Order history, products considered	Fulfill orders, personalization, loyalty programs, analytics
Protected classifications	Age, date of birth, gender	Analytics, birthday promotions (with consent)
Internet & device activity	Browsing history, app interactions, ad clicks	Improve services, detect fraud, targeted advertising
Geolocation data	IP-inferred or device location (radius <1,850 ft)	Find nearest location, delivery, non-precise marketing
Inferences	Preferences and behaviors derived from your orders	Personalized recommendations, marketing

We may also use any collected data to comply with laws, protect rights, resolve disputes, enforce our policies, or in connection with a business sale or merger.

2. Sources of Information

- **Directly from you** — when you place orders, create an account, contact us, or sign up for promotions.
- **Automatically** — through cookies, pixels, and tracking technologies when you visit our website or app.
- **From third parties** — affiliated companies, advertising networks, social media platforms, analytics providers, and service providers.
- **Generated by us** — records we create about your account or orders.

3. Cookies & Tracking Technologies

We use cookies and similar technologies (pixels, beacons, tags) to operate our site, personalize your experience, analyze usage, and support advertising. We use both session cookies (deleted when you close your browser) and persistent cookies (stored until expiry or deletion).

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How we use cookies:

- **Necessary** — for core functionality (e.g., keeping items in your cart).
- **Functional** — to remember your preferences, language, and location.
- **Analytics** — via Google Analytics to understand site usage and improve our services.
- **Advertising** — via Google Ads and similar tools to show you relevant ads across the web.

You can disable cookies in your browser settings, though some features may not function correctly. We do not respond to "Do Not Track" signals as no uniform standard exists.

4. How Long We Keep Your Data

We retain your personal information for as long as necessary for the purposes described in this policy or as required by law. This generally means retaining data:

- While your account is active or as needed to provide services.
- As required by legal, tax, or regulatory obligations.
- As necessary to defend our legal rights or resolve disputes.

5. How We Share Your Data

We share personal information with service providers, contractors, and affiliates to operate our business — including order fulfillment, payment processing, marketing, analytics, and technical support. All third parties are bound by data protection agreements.

We may also share data as required by law, to protect rights and safety, or in connection with a business acquisition or merger.

Targeted advertising & data sharing:

Some of our data sharing for targeted advertising may be considered a "sale" or "sharing" under applicable state privacy laws. We share identifiers, commercial data, browsing activity, inferred preferences, and non-precise geolocation with third-party advertisers and analytics vendors. We do not sell or share mobile numbers collected for SMS opt-in. We do not knowingly sell data of consumers under 16 years of age.

6. California Privacy Rights (CCPA/CPRA)

California residents have the following rights:

Right	Description
Right to Know	Access the personal data we have collected about you and how it is used.
Right to Delete	Request deletion of your personal information, subject to exceptions.
Right to Correct	Request correction of inaccurate personal information we hold.
Right to Opt-Out	Opt out of the sale or sharing of your data for targeted advertising.
Non-Discrimination	No adverse treatment for exercising your privacy rights.
Right to Appeal	Challenge our decision if a rights request is denied.

To submit any request, contact us at craftyboba.nashville@gmail.com. We will verify your identity before processing. Authorized agents may submit requests on your behalf. California residents under 18 with an

account may request removal of content they have posted.

7. Other State Privacy Rights

Residents of Colorado, Connecticut, Delaware, Florida, Indiana, Iowa, Kentucky, Maryland, Minnesota, Montana, Nebraska, New Hampshire, New Jersey, Oregon, Rhode Island, Tennessee, Texas, Utah, and Virginia have the following rights:

- **Access & portability** — confirm whether we process your data and receive a portable copy.
- **Correct** — request corrections to inaccurate data.
- **Delete** — request deletion of your personal data.
- **Opt out** — of targeted advertising, non-monetary data sales, and profiling for significant decisions.
- **Appeal** — challenge any denial of your rights request.

Montana and Oregon residents may also request a list of all third parties with whom we have shared personal data.

8. Email Preferences

We may send transactional emails (order confirmations, account security) and, with your consent, promotional communications. To unsubscribe from marketing emails, click the "unsubscribe" link in any marketing email or contact us directly. Opting out will not affect transactional communications.

9. Third-Party Sites & Social Media

Our website may link to third-party websites or social media platforms governed by their own privacy policies. We are not responsible for their practices. We encourage you to review those policies before sharing any personal information. When you interact with our social media pages, those platforms may collect data about you per their own terms.

10. Children's Privacy

Our website and services are not directed toward children under 16. We do not knowingly collect personal data from children under 16. If you believe a child has provided us with personal information, please contact us at craftyboba.nashville@gmail.com so we may promptly delete the information.

11. Contact Us

For any privacy questions, requests, or concerns, please reach us at:

Location	Phone	Email
Crafty Boba 265 White Bridge Pike, Nashville, TN 37209	(615) 649-8717	craftyboba.nashville@gmail.com

We will respond to verifiable requests within 30 days. To appeal any decision, reply to our response email addressed to our privacy team at craftyboba.nashville@gmail.com.