

Privacy Policy

At **Utility Hub Store** we respect and are committed to your right to privacy. See our Privacy Policy for details.

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This Privacy Policy describes how Utilityhubstore.com, Inc. and its subsidiaries and affiliates ("Utilityhubstore.com," "we," "us," and/or "our") handle personal data we collect online (through our websites) and offline (through customer support channels, our retail locations, and in-person promotional activities). We call all of these the "Services".

This Privacy Policy explains the types of personal data we collect and process. Including how we may use and share the data. The choices that are available to you with respect to our handling of your personal data.

Information We Collect

We collect personal data from you when you provide it to us directly and through your use of the Site. This information may include:

Information you provide to us when you use our Site.

E.g. (Your name, contact details, gender, product reviews, and any information which you add to your account profile);

Transaction and billing information.

If you make any purchases from us or using our Site (e.g. credit/debit card details and delivery information);

Records of your interactions with us.

E.g. (If you contact our customer service team, interact with us on social media);

Information you provide us when you enter a competition or participate in a survey;

Data is collected automatically, using cookies and other tracking technologies.

E.G. (Which pages you viewed and whether you clicked on a link in one of our email updates). We may also collect information about the device you use to access our Site;

Other information is necessary to provide the Site.

For example, we may access your location if you give us your consent.

If you also shop in one of our stores, we may combine information you give us in-store (e.g. if you make a purchase or join our mailing list in-store) with the information above.

Information we collect by automated means while respecting your right to privacy

When you visit our sites, interact with our communications, or visit our stores, we collect certain information automatically. To collect this information, we may use cookies, web beacons, and similar technologies. A “cookie” is a text file that websites send to a visitor’s computer or other internet-connected device to uniquely identify the visitor’s browser or to store information or settings in the browser. A “web beacon,” also known as a pixel tag or clear GIF, is used to transmit information back to a web server. We may also collect information about your online activities over time and across third-party websites. The information we collect automatically may include:

URLs that refer visitors to our websites;

Search terms used to reach our websites;

Data about the emails we send, such as opens, clicks, and unsubscribes;

Details about the devices that are used to access our websites (such as IP address, browser information, device information, and operating system information);

Information about your interaction with our websites (such as the date, time, length of stay, and specific pages accessed during your visits to our websites, referral activity, and which emails you may have opened);

Usage information (such as the number and frequency of visitors to our websites).

We may associate this information with your Utilityhubstore.com account if you have one, the device you use to connect to our Services, or email or social media accounts that you use to engage with Utilityhubstore.com.

For more information about how we use cookies check out our cookies policy

How We Use Your Information

Depending on your use of our Site, your interactions with us, and the permissions you give us, the purposes for which we use your personal data including to;

Fulfill your order and maintain your online account.

Manage and respond to any queries or complaints to our customer service team.

Personalize the Site to you and show you content we think you will be interested in, based on your account information, your purchase history and your browsing activity.

Improve and maintain the Site, and monitor its usage.

Obtain market research, e.g. we may contact you for feedback about our products.

Send you marketing messages and show you targeted advertising, where we have your consent or are otherwise permitted to do so.

Use for security purposes, to investigate fraud, and where necessary to protect ourselves and third parties.

Comply with our legal obligations.

Data Protection and Your Privacy

We rely on the following legal basis, under data protection law, to process your personal data because;

The processing is necessary to perform a contract with you, or take steps prior to entering into a contract with you (e.g. where you have made a purchase with us, we use your personal data to process the payment and fulfil your order).

We have obtained your consent (e.g. where you contact us with a query, where you add optional information to your account profile, or if you consent to receive marketing from us).

As an e-commerce provider, it is in our legitimate interests to maintain and promote our services. We are always seeking to understand more about our customers in order to offer the best products and customer experience. We use information about you to tailor your view of the Site, to make it more interesting and relevant in respect of the products and offers on view.

Who May Have Access to Your Information

Third-Party Service Providers:

We may use third-party service providers acting on Utilihubstore.com's behalf to perform some of the services described above. For example, we share certain information with service providers who assist with the processing of credit cards and payments, hosting, managing, and servicing our data, distributing emails, conducting research and analysis, advertising, analytics, or administering certain services and features. We also may share information about you with our professional advisors, including accountants, auditors, lawyers, insurers, and bankers, if needed.

Our service providers may change over time, but we will always use trusted service providers who we require to take appropriate security measures to protect your personal data in line with our policies. We only permit them to process your personal data for specified purposes and, as appropriate, in accordance with our instructions and the provisions of this Policy and applicable law.

Advertising and Analytics Services Provided by Others

For advertising and marketing analysis.

We may allow others to provide analytics services and serve advertisements on our behalf across the internet and in mobile applications.

They may use cookies, web beacons, and other technologies to collect information about your use of the Services and other websites and applications, including your IP address, device ID, web browser, mobile network information, pages viewed, time spent on pages or in apps, links clicked, and conversion information.

This information may be used by Utilityhubstore.com and others to, among other things;

Analyze and track data. Determine the popularity of content. Deliver advertising and content targeted to your interests on our Services and other websites, and better understand your online activity.

For more information about interest-based ads, or to opt out of having your web browsing information used for interest-based advertising purposes.

European users may opt out of receiving targeted advertising through the European Interactive Digital Advertising Alliance.

We may also work with third parties to serve ads to you as part of a customized campaign on third-party platforms (such as Facebook or Google).

As part of these ad campaigns. We or third-party platforms may convert information about you, such as your email address, into a unique value that can be matched with a user account on these platforms to allow us to learn about your interests and to serve you advertising that is customized to your interests. Note that third-party platforms may offer you choices about whether you see these types of customized ads.

Your Privacy Rights and Choices

Managing or deactivating your Utilityhubstore.com account

You can choose to review, update, or modify your account information, including profile, contact, payment, and shipping information, at any time by logging into your Utilityhubstore.com account. You may also deactivate your Utilityhubstore.com account by emailing utilityhubstore.eua@gmail.com

Opting out of email marketing and your privacy

You may unsubscribe from our promotional emails at any time by following the instructions included in those emails. If you opt out of receiving such communications. Please Note that we may continue to send you non-promotional emails (such as order confirmation emails or emails about changes to our legal terms).

Restricting cookies

Most web browsers are set to accept cookies by default. You can usually choose to set your browser to remove or reject browser cookies. If you choose to remove or reject cookies, this could affect the availability and functionality of our websites.

Children

Our Services are not designed for children and we strongly respect the right to privacy of all children. If you have reason to believe that a child has provided personal data to us, please contact us.

INFORMATION SECURITY

We work hard to maintain your privacy and keep your data safe. We use a combination of technical, administrative, and physical controls to maintain the security of your data. This includes using Transport Layer Security ("TLS") to encrypt many of our Services. No method of transmitting or storing data is completely secure, however. If you have a security-related concern, please contact us.

Data Transfers and Privacy Shield

Utilityhubstore.com is headquartered in Miami, Florida. As such, we may transfer your personal data to, or store or access it in, jurisdictions that may not provide equivalent levels of data protection as your home jurisdiction. We will take steps to respect your privacy and ensure that your personal data receives an adequate level of protection in the jurisdictions in which we process it.

Privacy Policy

We may change this Privacy Policy from time to time. If we do so, we will post the updated policy on our sites and will indicate when the Privacy Policy was last revised. If we make any material changes, we will provide you with additional notice. You should periodically review our current Privacy Policy to stay informed of our personal data practices.