

privacy policy

EFFECTIVE DATE: 12/1/2019

This Privacy Policy was last updated 12/1/2019

This privacy policy ("Privacy Policy") describes how Cozy Wines LLC & Cozy Brands LLC ("Company" or "us" or "we" or "our") collects, stores, and uses personal information of users of the website www.sipcozy.com ("Site"), and the Company products ("Products") (collectively, the "Services"). This Privacy Policy has been compiled to explain how information, including personal information, is collected, or used. By accessing, browsing, or otherwise using the Site, you agree to our collection, storage, use and disclosure of your information, as described in this Privacy Policy and the Terms of Services.

All updates to this Privacy Policy are amended at the top of this page, with time-date reference for your convenience. The Company reserves the right in its sole discretion to amend this Privacy Policy at any time, and you should regularly check this Privacy Policy for any amendments. This Privacy Policy applies to any of our other websites that post this Privacy Policy. This Privacy Policy does not apply to websites that post different privacy policies or statements.

Privacy of children

Our Services are not intended for children. Children under the age of 21 are not allowed to use our Services. If you are under the age of 21, you can use these Services only in conjunction with permission from your parents or legal guardian. If we learn or have reason to suspect that a user is under age 21, we will promptly delete any personal information in that user's account.

What is personal information?

For the purposes of this Privacy Policy, personal information means information that identifies, relates to, describes, is reasonably capable of being associated with, or could be linked, directly, or indirectly, with a particular individual or household. Personal information does not include publicly available information.

What personal information is collected?

Information You Give Us. When you contact us or opt-in by registering on the Site, utilizing our Services, making a purchase, registering to receive alerts or other information via email, text, or instant message, we may collect your name, age, location address, email address, phone number, as well as other information that you directly give us. We collect your personal information for the purposes described in this Privacy Policy.

Information Automatically Collected. We and our third-party partners may automatically log information about you and your computer. For example, when visiting our Site, we may log your computer operating system type, browser type, IP address, geolocation information, referring website from which you accessed the Site, pages you viewed on the Site, how long you spent on a page on the Site, access times and information about your use of and actions on our Site. We may collect analytics data, or use third-party analytics tools, to help us measure traffic and usage trends and to learn more about the demographics of our users. We will not collect any location information that you do not volunteer or enable. We will delete any location information that you request to delete.

Cookies. We may use cookies from time to time. Cookies are small files that a site or its service provider transfers to your computer's hard drive through your browser (if you allow) that enables the site's or service provider's systems to recognize your browser and capture and remember certain information. They are also used to help us understand your preferences based on previous or current site activity. We also use cookies to help us compile aggregate data about Site traffic and Site interaction so that we can offer better Site experiences and tools in the future.

We may use cookies to:

- Understand and save users' preferences for future visits; and
- Compile aggregate data about Site traffic and Site interactions in order to offer better Site experiences and tools in the future.

We may also use trusted third-party services that track this information on our behalf.

You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn off all cookies. You do this through your browser settings. Because each browser is a little different, look at your browser's "Help Menu" to learn the correct way to modify your cookies.

If you turn cookies off, some of the features that make your Site experience more efficient may not function properly or otherwise be available to you.

How do we use your information?

We use the information and personal data provided by you to help us improve your experience on the Site. We may use your personal information we collect from you to:

- Improve our Services, functionality, and overall user experience;
- Process your payment and deliver our products and services to you;
- Better cater and market to our customers, as well as learn about purchasing habits;
- Respond to your customer service requests, comments and questions;
- Send periodic emails regarding our products and services;
- Follow up with you after correspondence (live chat, email, or phone inquiries);
- Communicate about our partners' products and services;
- Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity; or prosecute those responsible for that activity;
- Troubleshoot technical difficulties and errors;
- Link or combine user information with other personal information;
- As permitted or required by applicable law or regulatory requirements; and
- For any additional purposes for which we have obtained your consent to the use or disclosure of your personal information.

privacy policy

Who do we Provide Your Information to?

Except as disclosed in this Privacy Policy, we do not disclose your personal information to any companies not part of Company or its parent, subsidiaries or related entities. In no event will we ever sell or rent your personal information. We may share your personal information as follows:

- We may share personal information if you opt-in to receiving our marketing materials. For example, you may let us share personal information with our partners and others for their own marketing uses. Those uses will be subject to their privacy policies.
- We may share your information with vendors, service providers, contractors and agents in connection with the performance of services on our behalf. These service providers are prohibited from using your information except as needed to perform our work or as required by law.
- We may share personal information when we do a business deal, or negotiate a business deal, involving the sale or transfer of all or a part of our business or assets. These deals can include any merger, financing, acquisition, or bankruptcy transaction or proceeding.
- We may share personal information for legal, protection, and safety purposes.
- We may share information to comply with laws or as permitted by laws.
- We may share information to respond to lawful requests and legal processes.
- We may share information with other companies and brands owned or controlled by Company, Inc., including our subsidiaries.
- We may share information to protect the rights and property of the Company, our agents, customers, and others. This includes enforcing our agreements, policies, and terms of use.
- We may share information in an emergency. This includes protecting the safety of our employees and agents, our customers, or any person.

We may also share your personal information with our employees, contractors, consultants, affiliates and other parties who require such information to assist us with managing our relationship with you, including trusted third parties that provide services, including services to process your payments, to us or on our behalf. For example, we may share your personal information from time to time with our third-party information technology, data processing and call center service providers so that we may operate our business. Finally, we may also share aggregated and/or anonymized data with others for their own uses.

We do not sell, trade, or otherwise transfer to outside parties your personal information outside of the situations detailed above, unless you consent otherwise.

Security and Protection of Your Personal Data

We take the security of your personal information seriously and use reasonable electronic, personnel and physical measures to protect it from loss, theft, alteration or misuse. However, please be advised that even the best security measures cannot fully eliminate all risks. We cannot guarantee that only authorized persons will view your information. We are not responsible for third-party circumvention of any privacy settings or security measures.

Wherever we or a trusted third-party service collects sensitive information (such as credit card data), that information is encrypted and transmitted in a secure way. You can verify this by looking for a closed lock icon at the bottom of your web browser or looking for "https" at the beginning of the address of the web page. When you make a purchase at our store with a credit card, our payment processor stores your credit card data, ensures that it is encrypted through PCI-DSS, then deletes the transaction information as soon as it is no longer necessary. We do not transmit financial information by email.

We are dedicated to protect all personal information as is necessary. However, you are responsible for maintaining the confidentiality of your personal information by keeping your password confidential. You should change your password immediately if you believe someone has gained unauthorized access to it or your account. If you learn of any incident involving the loss of or unauthorized access to or disclosure of personal information that is in our custody, you should notify us immediately.

Changes to this Policy

If we make changes to this Privacy Policy, we will post the updated Privacy Policy on the Site. We may also send emails to our users who have created an Account containing a link to the revised Privacy Policy.

Consent

By using our Services, we assume that you have consented to the collection, use and disclosure of your personal information as explained in this Privacy Policy. You may change or withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by contacting our hello@sipcozy.com using the contact information set out below. All communications with respect to such withdrawal or variation of consent should be in writing and addressed to our customer service team. Please note that in some circumstances, withdrawing or changing your consent to certain uses of your personal information may affect: (i) our ability to provide you with the products or services you request and (ii) your ability to access to this Site..

Kindly note that if you opt-out of receiving our marketing materials, we may still send you non-marketing emails (e.g. order confirmations).

Updating your Personal Information

It is important that the information contained in our records is both accurate and current. If your personal information happens to change during the course of our relationship, please keep us informed of such changes.

In some circumstances we may not agree with your request to change your personal information and will instead append an alternative text to the record in question.

Access to your Personal Information

Subject to applicable laws, you can review, verify or correct your personal information. To submit a request to review, verify, or correct your personal information, email hello@sipcozy.com.

In the event that we cannot provide you with access to your personal information, we will endeavor to inform you of the reasons why, subject to any legal or regulatory restrictions.

privacy policy

Right to Request Deletion of Personal Information

You have the right to request deletion of your personal information. To request the deletion of your personal information, please email hello@sipcozy.com.

Your Choices About Data We Collect and How to Opt-Out

You have a choice about how we use your personal information. Although you cannot opt-out of all data collection when you visit our Site, you can limit the collection, use and sharing of your personally identifiable information. Please note that this may affect your ability to access certain products and services. You may opt out at any time by unsubscribing or changing your preferences by clicking on the “unsubscribe link” provided in such communications or by emailing hello@sipcozy.com.

Do Not Track Signals

We honor do not track signals and do not track, plant cookies or use advertising when a Do Not Track (DNT) browser mechanism is in place.

Your Rights

You have the following rights with respect to your personal data: (1) to update or amend personal data that we have collected about you if it is inaccurate or incomplete; (2) to request a copy of the personal information that we hold about you; (3) to request the categories of sources from which your personal information is collected; (4) to request the categories of third parties with whom we share personal information; (5) the commercial purpose for collecting your personal information; (6) to request the categories of personal information sold and the categories of third parties to whom the personal information was sold; (7) to request that we erase or restrict personal data; (8) to object to the processing of your personal data with respect to direct marketing purposes; and (9) the right not to receive discriminatory treatment for the exercise of your privacy rights. You have the right to request this information up to two times in a 12-month period. You have the right to designate an authorized agent to make a request on your behalf. To request this information, please contact us at hello@sipcozy.com.

Your California Privacy Rights

If you are a California resident, you have the right to receive the above information up to two times in a 12-month period, free of charge. To request this information, please contact us at hello@sipcozy.com or the mail address set forth in the section entitled “Contact Us” below. Requests must include “California Privacy Rights Request” in the first line of the description and include your name, street address, city, state, and ZIP code. Please note that we are not required to respond to requests made by means other than through the provided email, telephone number, or mail address.

Your European Privacy Rights

If you are a data subject in Europe, you have the right to access, rectify, or erase any personal data we have collected about you through the Services. You also have the right to data portability and the right to restrict or object to our processing of personal data we have collected about you through the Services. In addition, you have the right to ask us not to process your personal data (or provide it to third parties to process) for marketing purposes or purposes materially different than for which it was originally collected or subsequently authorized by you. You may withdraw your consent at any time for any data processing we do based on consent you have provided to us.

To exercise any of these rights, contact us at the address set forth in the section entitled “Contact Us” below and specify which right you intend to exercise. We will respond to your request within 30 days. We may require additional information from you to allow us to confirm your identity. Please note that we store information as necessary to fulfill the purposes for which it was collected, and may continue to retain and use the information even after a data subject request for purposes of our legitimate interests, including, as necessary, to comply with our legal obligations, resolve disputes, prevent fraud, and enforce our agreements.

If you have any issues with our compliance, you have the right to lodge a complaint with a European supervisory authority.

Terms of Service

This Privacy Policy is subject to the Terms of Service, a copy of which is available on our website. It is important that you read the Terms of Service, as where there is a conflict between this Privacy Policy and the Terms of Service, the Terms of Service shall prevail.

Contact Sip Cozy About the Privacy Policy

If you have any questions regarding this Privacy Policy, please contact:

Sip Cozy, LLC

Address: 2142 Riverside Avenue, Jacksonville, Florida 32204

Email: hello@sipcozy.com