

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from sherline.com (the “Site”)

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons. The Site is not intended for individuals under the age of 18.

Who we are

Sherline Products
3235 Executive Ridge
VISTA, CA 92081

Personal data we collect and why we collect it

While you visit our site, we'll track:

Products you've viewed: we'll use this to, for example, show you products you've recently viewed

Location, IP address and browser type: we'll use this for purposes like estimating taxes and shipping

Shipping address: we'll ask you to enter this so we can, for instance, estimate shipping before you place an order, and send you the order!

We'll also use cookies to keep track of cart contents while you're browsing our site.

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit

<http://www.allaboutcookies.org>

If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.

When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.

When you purchase from us, we'll ask you to provide information including your name, billing address, shipping address, email address, phone number, credit card/payment details and optional account information like username and password. We'll use this information for purposes, such as, to:

- Send you information about your account and order
- Respond to your requests, including refunds and complaints
- Process payments and prevent fraud

- Set up your account for our store
- Comply with any legal obligations we have, such as calculating taxes
- Improve our store offerings
- Send you marketing messages, if you choose to receive them via our Newsletter

If you've signed up for our newsletter you can opt out by visiting the link below:

<https://sherline.us13.list-manage.com/unsubscribe?u=90ccfbd597a1688ab9f7ee646&id=f76dabfce3&e=&c=15d7c2db2d>

If you create an account, we will store your name, address, email and phone number, which will be used to populate the checkout for future orders.

We generally store information about you for as long as we need the information for the purposes for which we collect and use it, and we are not legally required to continue to keep it. For example, we will store order information for 5 years for tax and accounting purposes. This includes your name, email address and billing and shipping addresses.

We also capture information that is submitted to the contact forms on the following pages:

<https://sherline.com/contact>

<https://sherline.com/return-exchange-policy>

<https://sherline.com/rma-request>

We may keep contact form submissions for up to 1 year for customer service purposes, but we do not use the information submitted through them for marketing purposes.

Embedded content from other websites

Articles on this site may include embedded content (e.g. videos, images, articles, etc.). Embedded content from other websites behaves in the exact same way as if the visitor has visited the other website.

These websites may collect data about you, use cookies, embed additional third-party tracking, and monitor your interaction with that embedded content, including tracing your interaction with the embedded content if you have an account and are logged in to that website

Who on our team has access

Members of our team have access to the information you provide us. For example, both Administrators and Shop Managers can access:

- Order information like what was purchased, when it was purchased and where it should be sent
- Customer information like your name, email address and billing and shipping information.

Our team members have access to this information to help fulfill orders, process refunds and support you.

Sharing your personal information

We share information with third parties who help us provide our orders and store services to you; for example

We use WooCommerce to power our online store--you can read more about how WooCommerce uses your Personal Information here: <https://woocommerce.com/privacy-policy>

We use USPS and UPS to get real time shipping rates. You can find their privacy policies below:

- USPS: <https://about.usps.com/who-we-are/privacy-policy/welcome.htm>
- UPS: <https://www.ups.com/us/en/help-center/legal-terms-conditions/privacy-notice.page>

We also use Google Analytics to help us understand how our customers use the Site--you can read more about how Google uses your Personal Information here:

<https://www.google.com/intl/en/policies/privacy/>

You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Your rights

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at kat@sherline.com or by mail using the details provided below:

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