

Privacy Policy

Effective Date: November 7, 2025

Brand: Grandma's House

Grandma's House respects your privacy. This Privacy Policy explains what personal information we collect, how we use and share it, and the choices you have. This policy applies to our website, online store, social media pages, emails, and any other services that link to it (collectively, the "Services").

If you have questions or requests, contact us at info@shopatgrandmashouse.com.

1) Information We Collect

a) Information you provide

- Account & profile: name, email, password, phone number, shipping/billing addresses.
- Orders & support: order details, payment method (card type/last 4 via our processor), messages to support.
- Marketing preferences: newsletter sign-ups, survey responses, product reviews, and UGC (photos, testimonials).
- Giveaways & promotions: entries and information needed to administer promotions.

b) Information collected automatically

- Device & usage data: IP address, browser type, operating system, referring pages, pages viewed, links clicked, time on site.
- Cookies & similar tech: web beacons, pixels, SDKs that help us remember your preferences, run the cart/checkout, measure performance, and show relevant ads.

c) Information from third parties

- Payment processors & logistics: confirmation of payment status; shipping updates from carriers.
- Marketing & analytics partners: aggregated or inferred interests for analytics and ad personalization (where permitted).
- Social media features: if you interact with our social plugins, the platform may provide us limited info and will process your data under its own policy.

2) How We Use Your Information

- Provide the Services: process and deliver orders, returns, and customer support.

- Improve and personalize: debug, analyze performance, develop new features, and customize content and product recommendations.
- Marketing & communications: send transactional messages (order confirmations, shipping updates) and—if you opt in—promotional emails, texts, or ads.
- Security & fraud prevention: detect, prevent, and respond to fraud or misuse.
- Legal compliance: meet tax, accounting, and other legal obligations.

3) Cookies and Similar Technologies

We use essential cookies (required for the site and checkout), functional cookies (remembering preferences), analytics cookies (to understand site usage), and advertising cookies (to deliver and measure ads). Most browsers let you block or delete cookies; doing so may affect site functionality. Some advertising partners also honor industry opt-outs (see Your Choices).

4) How We Share Information

We do not sell your personal information. We may share it with:

- Service providers/Processors: e-commerce platform, payment processors, fraud prevention, email/SMS platforms, cloud hosting, analytics, advertising tech, fulfillment and shipping partners—only as needed to provide the Services and under confidentiality obligations.
- Business transfers: in a merger, acquisition, or sale of assets, your information may be transferred as permitted by law.
- Legal & safety: to comply with law or protect our rights, users, or the public.

We may share aggregated or de-identified data that does not identify you.

5) Your Choices

- Marketing emails/texts: unsubscribe via the link in our emails or reply STOP to SMS. You may also email info@shopatgrandmashouse.com.
- Cookies/ads: use your browser settings to manage cookies. For interest-based ads, you can visit NAI/DAA opt-outs (www.networkadvertising.org/choices and www.aboutads.info/choices) and your mobile device ad settings. Choices are browser/device-specific.
- Account information: you can request access, correction, deletion, or portability by emailing info@shopatgrandmashouse.com.

6) Retention

We keep personal information only as long as necessary to provide the Services, comply with legal obligations (e.g., taxes), resolve disputes, and enforce agreements. Retention periods vary by data type and legal requirements.

7) Children's Privacy

Our Services are intended for individuals 13 years and older. We do not knowingly collect personal information from children under 13. If you believe a child has provided us information, contact info@shopatgrandmashouse.com and we will delete it.

8) Security

We use administrative, technical, and physical safeguards designed to protect personal information (for example, encryption in transit, limited access, and monitoring). No method of transmission or storage is 100% secure, so we cannot guarantee absolute security.

9) International Visitors

If you access the Services from outside the United States, you understand your information may be processed in the U.S. and other countries that may have different data protection laws than your country of residence.

EEA/UK Users (GDPR)

For visitors in the EEA/UK, we process personal data on the following legal bases:

- Contract: to provide the Services you request (e.g., fulfill an order).
- Legitimate interests: to secure, improve, and market our Services (balanced against your rights).
- Consent: for certain cookies/marketing where required (you may withdraw consent at any time).
- Legal obligation: recordkeeping, tax, and compliance.

Your rights (subject to exceptions): access, rectify, erase, restrict, portability, and object. You may also lodge a complaint with your local data protection authority.

10) U.S. State Privacy Disclosures (including California)

Depending on your state (e.g., CA, CO, CT, UT, VA), you may have rights to request:

- Access/know the categories and specific pieces of personal information we collected about you;
- Correct inaccuracies;
- Delete personal information;
- Opt out of certain data uses such as targeted advertising or “sharing”/“selling” as defined by state law (we do not sell personal information, but we may engage in targeted advertising).

To exercise rights, email info@shopatgrandmashouse.com with “Privacy Request” in the subject and include your name, state, and the request type. We will verify your identity and respond as required by law. You may designate an authorized agent using a signed permission.

If we use cross-context behavioral advertising cookies/pixels, you can opt out via browser settings and the industry links in Your Choices.

11) Third-Party Links & Services

Our Services may link to third-party websites or include third-party tools. Their privacy practices are governed by their own policies.

12) User-Generated Content

If you post reviews, testimonials, photos, or other content, it may be public. Please do not share information you prefer to keep private.

13) Payment Processing

Payments are handled by our payment processor(s). We do not store full payment card numbers. The processor collects and processes your payment information under its own privacy policy.

14) Changes to This Policy

We may update this Privacy Policy from time to time. The Effective Date above indicates when the latest changes took effect. Material changes will be posted on the site, and where required, we will seek your consent.

15) Contact Us

Questions, requests, or complaints about privacy? Email: info@shopatgrandmashouse.com

Note: This policy is for general informational purposes and does not constitute legal advice. Consider having counsel review it for your specific operations, especially if you run SMS marketing, international shipping, or targeted ads.