

PRIVACY POLICY

Welcome to THE RETROSIA – your trusted online destination for handcrafted goods. We respect your privacy and are committed to protecting your personal information. This Privacy Policy briefly explains what data we collect, why we collect it, and how we keep it safe when you browse or shop on our website.

Collecting Personal Information

When you visit the Site, we collect certain information about your device, your interaction with the Site and information necessary to process your purchases. We may also collect additional information if you contact us for customer support. In this Privacy Policy, we refer to any information about an identifiable individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

- When you visit our website or place an order, we may collect personal information such as your full name, email address, phone number, shipping and billing addresses and payment details. This information is essential for us to process and fulfill your orders, send order confirmations and shipping updates and provide you with customer support. We also collect your contact details to communicate with you regarding your purchases or inquiries, and—if you choose to subscribe—send promotional offers or updates about new products.
- Your payment information is processed securely by trusted third-party payment gateways, and we do not store your full card details on our servers. We also collect non-personal data such as your IP address, browser type, and browsing behavior to improve the performance of our website, ensure security and enhance your shopping experience. This information helps us understand how visitors interact with our site so we can make it more user-friendly.

Sharing Personal Information

We may share your Personal Information with service providers to help us provide our services and fulfill our contracts with you, as described above.

- All the personal data we collect is used solely for the purposes mentioned above and is never sold or rented to third parties. We may share your information with service providers like shipping companies and payment processors, but only to the extent necessary to complete your transactions or provide our services. We also comply with applicable laws and may disclose your information if legally required.
- We implement appropriate technical and organizational measures to protect your data from unauthorized access, misuse, or disclosure.

Cookies

- Cookies and similar technologies may be used on our website to remember your preferences, keep items in your shopping cart, and analyze traffic patterns. You can control cookie settings through your browser at any time.

Changes

- You have the right to access, update or delete your personal information and you may opt out of marketing communications at any time by contacting us at support@theretrosia.com
- This Privacy Policy may be updated from time to time. Any changes will be reflected on this page with a revised date, so we encourage you to review it periodically.

Disclaimer

- We take data protection seriously and implement reasonable security measures to protect your information. However, no method of online transmission is completely secure and we encourage you to take precautions when using the internet.

Complaints

As noted above, If you have any questions or concerns about this Privacy Policy or how your personal data is handled, please contact us at:

THE RETROSIA

Email: support@theretrosia.com