PRIVACY POLICY – CUBBO FULFILLMENT

Last updated: December 2025

Thank you for choosing Cubbo Fulfillment.

This Privacy Policy explains how we collect, use, store, and protect personal information when merchants install and use our App on their Shopify stores.

Our goal is to process data responsibly, transparently, and securely, and only as necessary to operate the fulfillment, logistics, and inventory features of the App.

By installing the App, you acknowledge that Cubbo Fulfillment processes information in accordance with this Policy and with the permissions explicitly granted during the Shopify installation process.

For any privacy-related request, you may contact us at:**integraciones@cubbo.com**

1. WHAT INFORMATION DO WE COLLECT?

Information collected through Shopify APIs

When you install and use the App, we access information from your Shopify store **only with the API permissions ("scopes") required to operate fulfillment workflows**, such as order synchronization, fulfillment creation, inventory management, and operational updates.

The App may access:

Merchant data

- Store name, store URL, store ID, language, time zone

- Merchant name and email

- Fulfillment settings and locations

- Inventory data (SKUs, variants, quantities)

- Order details (order ID, items, delivery notes, order status)

Customer data (from orders)

- Name

- Shipping and billing address

- Email

- Phone number

- Order details (products, quantities, shipping preferences)

We do **not** access full payment card information.

About API permissions

The App uses **only the scopes necessary** to operate fulfillment, inventory, logistics, and order-related functionality.
 All requested scopes are clearly displayed to the merchant during installation in the Shopify App authorization screen.

2. HOW DO WE USE YOUR INFORMATION?

We use personal information solely to operate and improve the App.

Fulfillment operations

- Retrieve orders from Shopify

- Process, prepare, and ship orders

- Update order and fulfillment statuses in Shopify

- Manage inventory, inbound stock, and returns

Support and communication

- Provide operational notifications

- Respond to technical and fulfillment-related issues

Security and legal compliance

- Prevent fraud or unauthorized access

- Comply with legal or operational requirements

We do **not** use personal data for advertising, profiling, or selling data.

3. WILL YOUR INFORMATION BE SHARED WITH ANYONE?

We do **not** sell or rent personal information.
We share data **only when required** to operate the App and fulfill merchant requests.

4. WHO WILL YOUR INFORMATION BE SHARED WITH?

Service Providers

We may share information with trusted providers necessary for operating the App, including:

- Cloud infrastructure providers (AWS – us-east-2, Ohio)

- Secure tools used to store or process operational data

Logistics Partners

When fulfilling shipments, we share only essential data (name, address, phone number, order details) with carriers involved in delivering orders.

Shopify

We exchange data strictly as needed to maintain integration and comply with Shopify platform rules.

Legal authorities

Only when legally required.

All third parties are obligated to protect personal information.

---

5. DO WE USE COOKIES OR OTHER TRACKING TECHNOLOGIES?

The App **does not** use its own cookies or tracking technologies.
Any cookies present come from **Shopify's embedded app environment**.

---

6. HOW LONG DO WE KEEP YOUR INFORMATION?

We retain information only as long as necessary to:

- Provide the fulfillment service

- Maintain an active merchant relationship

- Comply with legal retention requirements

After retention expires, we securely delete or anonymize the data.

---

7. HOW DO WE KEEP YOUR INFORMATION SAFE?

We apply industry-standard protection measures, including:

- Encryption in transit (HTTPS/TLS)

- Role-based access controls

- Secure AWS hosting (us-east-2, Ohio)

- Monitoring and logging

- Backups and continuity processes

No system can guarantee perfect security, but we follow best practices to minimize risks.

---

8. DO WE COLLECT INFORMATION FROM MINORS?

No.
 The App is not directed to individuals under 18 and does not intentionally collect data from minors.

---

9. WHAT ARE YOUR PRIVACY RIGHTS?

For merchants

Merchants may request access, updates, corrections, or deletion of their data by emailing:
✉️ **integraciones@cubbo.com**

For end customers

Cubbo Fulfillment acts as a **data processor** on behalf of the merchant.
Customers must contact the merchant directly.

We assist merchants using Shopify's official data-access and erasure tools.

---

10. CONTROLS FOR DO-NOT-TRACK (DNT) SIGNALS

Because the App operates within Shopify's embedded system,
we do not respond to Do-Not-Track (DNT) browser settings.

---

11. DO WE MAKE UPDATES TO THIS NOTICE?

Yes.
We may update this Privacy Policy from time to time.
The "Last updated" date will be modified accordingly.

---

12. HOW CAN YOU CONTACT US ABOUT THIS NOTICE?

You may contact us at:
✉️ **integraciones@cubbo.com**
Responsible area: **Cubbo Fulfillment**

---

13. HOW CAN YOU REVIEW, UPDATE, OR DELETE THE DATA WE COLLECT FROM YOU?

Merchants may contact us at any time to:

- Request access

- Request correction

- Request deletion

via: **integraciones@cubbo.com**

End customers must contact the merchant directly.