



**Last Updated:** September 2024.

La Mina de Oro respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and protect your personal data when you visit our website and interact with our services.

By using our website, you consent to the collection and use of your information in accordance with this Privacy Policy.

## 1. Information We Collect

We collect the following types of personal information when you interact with our website:

### a. Information You Provide Directly

- **Personal Information:** When you make a purchase, create an account, or contact customer service, we may collect your name, email address, phone number, billing/shipping address, and payment details.
- **Communications:** If you contact us by email or through any form on our website, we will collect the content of your message and your contact details to respond to your inquiry.

### b. Information Collected Automatically

We use cookies and other tracking technologies to collect data about your browsing behavior on our website. This includes:

- **IP Address and browser information.**
- **Device Information:** such as your device type, operating system, and browser type.
- **Usage Data:** including pages you visit, time spent on the site, and referral URLs.

For more information on cookies, please see our **Cookie Policy**.

### c. Information from Third Parties

We may receive personal data from third-party service providers such as payment processors or analytics providers.

## 2. How We Use Your Information

We use the personal data we collect for the following purposes:

- **Processing Transactions:** To fulfill your orders, process payments, and deliver products to you.
- **Customer Service:** To respond to your inquiries, provide support, and handle returns or exchanges.
- **Marketing and Communications:** To send promotional emails, newsletters, and special offers if you have opted in to receive them. You can opt out of marketing communications at any time.
- **Improving Our Services:** To analyze website traffic, understand customer preferences, and improve the functionality of our website.

## 3. Sharing Your Information

We do not sell your personal information to third parties. However, we may share your information with:

- **Service Providers:** Third parties that help us operate our website, process payments, and deliver products. These providers are required to handle your information securely and only for the purposes we specify.
- **Legal Compliance:** We may disclose your personal information if required to do so by law or to comply with legal processes, such as a court order or subpoena.
- **Business Transfers:** In the event of a merger, acquisition, or sale of all or part of our business, your personal information may be transferred as part of the transaction.

## 4. Your Rights Under the CCPA

If you are a California resident, the **California Consumer Privacy Act (CCPA)** provides you with the following rights:

- **Right to Know:** You have the right to request what personal data we collect, use, disclose, and sell (if applicable) about you.
- **Right to Delete:** You have the right to request that we delete your personal data, subject to certain exceptions (e.g., completing a transaction or for legal compliance).



- **Right to Opt-Out:** You have the right to opt-out of the sale of your personal information. While we do not sell your information, we respect your right to request opt-out information if applicable.
- **Right to Non-Discrimination:** You will not be discriminated against for exercising any of your privacy rights.

To exercise any of these rights, please contact us at [support@laminadeoro.com](mailto:support@laminadeoro.com) or call us at (951) 372-0877.

## 5. How We Protect Your Information

We implement reasonable security measures to protect your personal data from unauthorized access, disclosure, alteration, or destruction. These include encryption, secure socket layer (SSL) technology, and access control procedures.

However, no method of transmission over the internet or electronic storage is 100% secure, so we cannot guarantee absolute security.

## 6. Data Retention

We retain your personal information for as long as necessary to fulfill the purposes for which it was collected, including to meet legal, accounting, or reporting requirements. When we no longer need your personal information, we will securely delete or anonymize it.

## 7. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your browsing experience and gather data on website traffic. You can control cookie settings through your browser preferences.

## 8. Third-Party Links

Our website may contain links to third-party websites, such as payment processors or social media platforms. We are not responsible for the privacy practices or content of these external sites. We recommend reviewing the privacy policies of any third-party sites you visit.



## **9. Children's Privacy**

Our website is not intended for use by children under the age of 13. We do not knowingly collect personal information from children. If we become aware that we have collected personal data from a child under 13, we will delete that information promptly.

## **10. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. When we make changes, we will post the updated policy on this page and update the effective date. We encourage you to review this policy regularly.

## **11. Contact Us**

If you have any questions or concerns about this Privacy Policy or how we handle your personal data, please contact us at:

support@laminadeoro.com

(951) 372-0877

(951) 582-5065 (Se habla en español)

1874 Tandem Way

Norco, CA 92860