

PRIVACY POLICY

This privacy policy describes how ChemNail, LLC. (“ChemNail”, “we”, “us” or “our”) collects, uses, shares, and protects personal information. It also tells you about the rights and choices you have with respect to your personal information, and how you can reach us to get answers to your questions.

What Our Privacy Policy Covers

This privacy policy covers the “personal information” that ChemNail obtains about you in various contexts, both online and offline, including when you visit our websites, download and use our native mobile applications (“ChemNail Mobile Apps”), visit us in our stores, communicate with us, or participate in any of our programs or events. When we use the term “personal information” we are referring to information that identifies, relates to, describes or can be associated with you. Our websites may include links to third party websites and/or applications. Please note that we have no control over the privacy practices of websites or applications that we do not own.

What We Collect

Activity	Examples of Personal Information Collected	Primary Purpose for Collection and Use
Account Registration	When you create an account, we collect your name and e-mail address. We may also collect your birthday and zip code if you choose to provide it. You can choose to save certain information in your account to use for future purchases, such as your shipping addresses and payment information (“Card On File”). When you add a Card On File to your account, we collect your payment information details, billing address, phone number, and zip code.	We use this information to maintain your account, including offering functionalities such as easy checkout and the ability to save user preferences and transaction history.
Communications With Us	When you communicate with us, including contacting us for support, to provide feedback or comments, to participate in a survey, or to make a request or other inquiry, we will collect your name and contact information (such as e-mail address or phone number), as well as any other information that you choose to provide to us. In some cases, we record customer service calls for quality assurance.	We use this information to respond to and/or follow-up on your issues or feedback, and to provide information in response to you requests and inquiries.
Purchasing	When you place an order for a product on our website, mobile app, or by phone, we collect your name, shipping address, payment information, and billing address. When you make a purchase in one of our stores, we collect your payment information, and in some cases your phone number and e-mail address.	We use this information to fulfill your orders for products or services, and to process your payments for such products or services. We also use this information to provide you receipts and order updates.

In addition to the personal information, we collect from you directly, we may also obtain information about you from other sources, including third parties, business partners, our corporate affiliates, social networks, vendors that provide services on our behalf, or publicly available sources. For example, if you have given ChemNail permission to store your credit card information and your credit card issuer provides an account updater service, we may receive updated credit card information (including credit card number and expiration date) from the credit card issuer.

How We Use Your Personal Information

In addition to the purposes and uses described above, we use personal information in the following ways:

To identify you when you visit our websites or stores.

To fulfill your requests, such as to provide you with products and services or to process returns.

To communicate with you about your orders, subscriptions, and reservations, as well as our products, services, sales, offers, and promotions.

To conduct research and analytics, including improving our services and product offerings.

To send marketing and advertising communications.

To detect security incidents, and to investigate, prevent, or take action regarding possible malicious, deceptive, fraudulent, or illegal activity, including attempts to manipulate or violate our policies, procedures, and terms and conditions.

To comply with legal obligations, to establish or exercise our rights, and to defend against a legal claim.

To provide and maintain the functionality of our website, including identifying and repairing errors or problems.

To support core business functions, including to maintain records related to business process management, loss and fraud prevention, and to collect amounts owing to us.

Although the sections above describe our primary purpose in collecting your personal information, in many situations we have more than one purpose. For example, if you complete an online purchase, we collect your information to perform our contract with you, but we also collect your information so that we can quickly and easily respond to any questions about your order after your transaction is complete.

How We Share Your Personal Information

In addition to the specific situations discussed elsewhere in this privacy policy, we disclose personal information in the following circumstances:

Corporate affiliates. We may share personal information with our corporate affiliates, sister companies and subsidiaries of ChemNail, if any.

Service Providers. We share certain personal information with third parties that perform services to support our core business functions and internal operations (e.g., fulfilling orders, delivering packages, complying with your request for the shipment of products to or the provision of services by a third party intermediary, sending postal mail and e-mails, analyzing customer data, providing marketing assistance, administering our Ratings & Reviews, supporting beacons, processing credit card and debit card payments, investigating fraudulent activity, conducting customer surveys, and providing customer service).

Third Party Partners. We may share your personal information with third parties that we have partnered with to jointly create and offer a product, service or joint promotion

Social Media Platforms and Networks. Our websites may have features such as, plugins, widgets, or and other tools made available by third parties that may result in information being collected or shared between us and the third

party. For example, if you use Facebook’s “Like” feature, Facebook may register the fact that you “liked” a product and may post that information on Facebook. Their use of your information is not governed by this privacy policy.

Legal Process. We may disclose personal information in response to subpoenas, warrants, court orders, government inquiries or investigations, or to comply with relevant laws and regulations. We may also disclose information to establish, exercise, or protect the rights of our company, employees, agents, and affiliates; to defend against a legal claim; to protect the safety and security of our visitors; to detect and protect against fraud; and to take action regarding possible illegal activities or violations of our policies.

Business Transfers. We may share personal information with another company that buys some, or all, of the assets or stock of ChemNail, and that company may use and disclose personal information for purposes similar to what is described in this policy. ChemNail may also share personal information with prospective purchasers to evaluate the proposed transaction.

Other Instances. We may ask if you would like us to share your information with other third parties who are not described elsewhere in this privacy policy.

How We Protect Your Personal Information

We realize that individuals trust us to protect their personal information. We maintain reasonable and appropriate physical, electronic and procedural safeguards designed to help protect your personal information. While we attempt to protect your personal information in our possession, no method of transmission over the internet, or security system is perfect, and we cannot promise that information about you will remain secure in all circumstances.

Your Choices

You have the following choices regarding your personal information:

Your Options	What You Need to Do
Accessing Your Personal Information	If you are a ChemNail client, you may request access to your personal information by emailing us at OMGNailPro@gmail.com If required by law, upon request, we will grant you reasonable access to the personal information we have about you.
Updating Information Relating to Your Account	If you have created an account, you can update your name, e-mail address, security questions, and other preferences by logging into your account and clicking on the “My Account” page. If you have given ChemNail permission to store your credit card information and you don’t want merchants like ChemNail to receive your updated credit card information through your credit card issuer’s account updater service, please contact your card issuer.
Deleting of Your Personal Information	Typically, we retain your personal information for the period necessary to fulfill the purposes outlined in this privacy policy, unless a longer retention period is required or permitted by law. You may, however, request that we delete your personal information by contacting us at OMGNailPro@gmail.com If required by law, we will grant a request to delete information. Please note that in many situations we must retain all, or a portion, of your personal information to comply with our legal obligations, resolve disputes, enforce our agreements, to protect against fraudulent, deceptive, or illegal activity, or for another one of our business purposes.

Your Options	What You Need to Do
Receiving Communications From Us	You may choose to provide us with your e-mail address for the purpose of allowing us to send you free newsletters, surveys, offers, and other promotional materials. You can stop receiving promotional e-mails at any time by clicking on the "unsubscribe" link at the bottom of any promotional e-mail that you receive. You can also edit your e-mail preferences by logging into your account and clicking on the "My Account" page. If you decide not to receive promotional emails, we may still send you service related communications. If you receive a text message from us that contains promotional information you can opt-out of receiving future text messages by replying "STOP." You can stop receiving in-app push notifications in ChemNail Mobile Apps by adjusting your Notification Settings in the ChemNail Mobile App.

Communicating With Us

If you have any questions about our privacy or security practices, you can contact us at OMGNailPro@gmail.com

If we need, or are required, to contact you concerning any event that involves your personal information we may do so by e-mail, telephone, or mail.

Changes To This Policy

We may revise this privacy policy from time to time. We will notify you of changes by posting the effective date of the latest version at the top of this privacy policy.

INFORMATION FOR CALIFORNIA RESIDENTS

California Information Collection and Sharing Disclosure. California law indicates that organizations should disclose whether certain categories of personal information are collected, "sold," or disclosed for an organization's "business purpose" (as those terms are defined under California law). You can find a list of the categories of personal information that we collect and share here. Please note that because this list is comprehensive it may refer to types of information that we collect and share about people other than yourself. In addition, if you would like more information concerning the categories of personal information (if any) we share with third parties or affiliates for their direct marketing purposes, please submit a written request to us using the information in the "Communicating With Us" section above.

How to Submit a Request. If you would like to request access to or deletion of your personal information, please contact us at OMGNailPro@gmail.com. Your right to access or delete your personal information is subject to applicable legal restrictions. We do not discriminate against California residents who exercise any of their rights described in this privacy policy.

In order for us to process requests to access or delete your information, we will need to verify your identity to confirm that the request came from you. We may contact you by phone or e-mail to verify your request. Depending on your request, we will ask for information such as your name, and an e-mail address that you have used with ChemNail, or a phone number you have used with ChemNail. For certain requests, we may also ask you to provide details about the most recent purchase you made online.