

## Cocoon House LLC Privacy Policy

Protecting your private information is a priority for us. This Privacy Policy applies to information maintained by Cocoon House LLC and information on our company web site, *cocoonhouse.com*. For the purposes of this Privacy Policy, unless otherwise noted, all references to Cocoon House LLC include all information maintained by our company. By interacting with Cocoon House, including using the Cocoon House web site, you consent to the data practices described in this statement.

### Collection of Personal Information

In order to communicate with you, Cocoon House may collect personally identifiable information, such as your:

- First and last name
- Email address
- Phone number
- Store/Company name
- Shipping and billing addresses
- Payment-related information needed to process orders

We do not collect any personally identifiable information about you unless you voluntarily provide it to us. However, you may be required to provide certain personal information to us when you elect to order products from us or sign up for optional communications from us. These may include:

- Submitting a form or information request on our web site.
- Signing up for our newsletter.
- Sending us an email message.
- Providing us with your credit card and other payment information when placing orders.

### Use of Your Personal Information

We will use your information to communicate with you and to process orders you have sent to us:

- Cocoon House collects and uses your personal information to operate its web site and deliver information, services and/or products you have requested.

### Sharing of Your Personal Information

Cocoon House does not sell, rent or lease its customer list/information to any third parties. However, Cocoon House may share data with a limited number of our trusted partners:

- Cocoon House representatives:
  - Information about orders you have placed through them.
- Shipping companies (e.g., FedEx, UPS, USPS):
  - Information needed to send and deliver orders to you.
- Payment processors:
  - Information needed to process credit card payments for orders you have placed with us.

All such third parties are prohibited from using your personal information except to provide these services to Cocoon House, and they are required to maintain the confidentiality of your information.

Cocoon House may disclose your personal information, without notice, if required to do so by law or in the good faith belief that such action is necessary to:

- Conform to the requirements of the law or comply with legal processes served on Cocoon House.
- Protect and defend the rights or property of Cocoon House.
- Act under exigent circumstances to protect the safety of Cocoon House customers or the public.

### Automatically Collected Information

Information about your computer hardware and software may be collected by Cocoon House. This can include:

- Your IP address.
- Your browser type.
- Your domain name.
- Access times and other performance data.
- Referring web site addresses.

This information is used in the operation of our web site and to provide general statistics regarding the use of our web site.

### Use of Cookies

The Cocoon House web site may use *cookies* to help personalize your online experience. Cookies are text files that are placed on your hard disk by a web server. Cookies cannot be used to run programs or deliver viruses to your computer.

You have the ability to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. You can also use your browser settings to clear cookies and other data automatically collected by your browser.

### Security of Your Personal Information

Cocoon House secures your personal information from unauthorized access, use or disclosure. Cocoon House uses the following methods for this purpose:

- SSL Protocol:
  - When personal information (such as credit card numbers) is transmitted, the information is protected using encryption communication protocols.
  - Cocoon House has chosen online vendors (email, merchant processing, web hosting, cloud storage and file sharing) that require all sessions to be encrypted.
- Encrypted Hard Disks:
  - Hard disks on all Cocoon House computers are encrypted. Valid user names and passwords are required to access information stored on hard disks.
- Physical Security:
  - Cocoon House does not store physical copies of credit card numbers or other protected information. Any transient physical copies of personal information are securely shredded on a regular basis before being disposed.

We strive to take appropriate security measures to protect against unauthorized access or alteration of your personal information. Unfortunately, no data transmission over the Internet or any wireless network can be

guaranteed to be 100% secure. As a result, while we strive to protect your personal information, you acknowledge that:

- There are security and privacy limitations inherent to the Internet which are beyond our control.
- Security, integrity and privacy of any and all information and data exchanged between you and us cannot be guaranteed.

### Children Under Thirteen

Cocoon House does not knowingly collect personally identifiable information from children under the age of thirteen. If you are under the age of thirteen, you must ask your parent or guardian for permission to use this web site.

### Email Communications

After receiving your permission, Cocoon House may contact you via email for the purpose of providing announcements, information about new products and upcoming events via our periodic newsletter.

If you would like to stop receiving communications from Cocoon House, you may opt out by clicking on the unsubscribe link in the newsletter, or contact us directly to request that your information be removed from our list.

### External Data Storage

Cocoon House may store your data on servers provided by carefully selected, third party hosting vendors with whom we have contracted. All personal information stored on servers of these vendors is encrypted in transit and at rest.

### Changes to this Policy

Cocoon House reserves the right to change this Privacy Policy from time to time. We will notify you about significant changes in the way we handle personal information by placing a prominent notice on our web site and updating information on this page. Your continued use of the Cocoon House web site and other services provided by Cocoon House after such modifications will constitute:

- Your acknowledgement of the modified Privacy Policy.
- Your agreement to abide and be bound by the Privacy Policy.

### Contact Information

Cocoon House welcomes your questions or comments regarding our Privacy Policy. Submit your questions, concerns and comments to us via:

- The online contact form on our *Customer Service* web page.
- Calling us at 651-330-0338
- Sending a letter to us at:

Cocoon House LLC  
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**Policy Effective as of October 10, 2018**