

Privacy Policy

Pure Peptides USA

Effective Date: 09/04/26

Pure Peptides USA ("Company," "we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect information when you visit purepeptidesusa.biz or any successor domain, create an account, place an order, or otherwise interact with us (collectively, the "Services"). By using the Services, you agree to the practices described in this Policy.

1. Information We Collect

We collect the following categories of information:

- **Contact & Account Information:** name, email address, phone number, shipping and billing address, and account login credentials.
- **Order Information:** products purchased, order history, and related transaction details.
- **Payment Information:** payment card or bank information is collected and processed directly by our third-party payment processor and gateway; we do not store full payment card numbers on our servers.
- **Communications:** messages you send us via email, text/SMS, contact forms, or customer support, including any information you provide in those communications.
- **Technical & Usage Information:** IP address, browser type, device information, pages viewed, referring URLs, and similar analytics data collected automatically through cookies and similar technologies.

2. How We Use Information

We use the information we collect to:

- Process, fulfill, and ship your orders, and communicate with you about them;
- Create and manage your account;
- Provide customer support and respond to inquiries;
- Send transactional messages (order confirmations, shipping updates) and, where you have consented, marketing emails or text messages;
- Detect, prevent, and investigate fraud, abuse, or violations of our Terms of Service, including verifying that orders are consistent with our research-use-only sales policy;
- Maintain, improve, and analyze the performance and security of the Site;
- Comply with applicable legal, tax, and accounting obligations.

3. SMS & Email Marketing Consent

If you opt in to receive marketing text messages or emails, we will use your contact information to send you promotional and account-related messages through our customer communications platform. Message and data rates may apply. You may opt out of marketing text messages at any time by replying "STOP," and out of marketing emails using the unsubscribe link in any message. Opting out of marketing communications does not opt you out of transactional messages related to your orders.

4. How We Share Information

We do not sell your personal information. We share information only as follows:

- Service Providers: with vendors who perform services on our behalf, including our website and CRM platform, payment processor and payment gateway, accounting software, shipping carriers, and hosting providers. These providers are authorized to use your information only as necessary to provide services to us.
- Legal & Safety: where required to comply with applicable law, regulation, legal process, or governmental request, or to protect the rights, property, or safety of Pure Peptides USA, our customers, or others.
- Business Transfers: in connection with a merger, acquisition, financing, or sale of business assets, subject to standard confidentiality protections.
- With Your Consent: for any other purpose disclosed to you at the time information is collected, or with your consent.

5. Cookies & Tracking Technologies

We use cookies and similar tracking technologies to operate the Site, remember your preferences, keep your cart and checkout session functional, and understand how visitors use the Site. You can control cookies through your browser settings; disabling cookies may affect the functionality of the Site, including checkout.

6. Data Security

We use commercially reasonable administrative, technical, and physical safeguards designed to protect your information. Payment card data is handled by our PCI-compliant payment processor and gateway and is not stored in full on our systems. However, no method of transmission or storage is completely secure, and we cannot guarantee absolute security.

7. Data Retention

We retain personal information for as long as necessary to fulfill the purposes described in this Policy, including to service your account, comply with legal and tax obligations, resolve disputes, and enforce our agreements, after which it is deleted or de-identified in accordance with our internal retention practices.

8. Your Rights & Choices

Depending on your state of residence, you may have rights to access, correct, delete, or obtain a copy of the personal information we hold about you, and to opt out of certain uses of your information. To exercise any of these rights, contact us using the information in Section 11. We will verify your request and respond within the timeframe required by applicable law. California residents and residents of other states with comprehensive privacy laws (e.g., Colorado, Connecticut, Virginia, Utah) may have additional statutory rights; we will honor applicable requests consistent with those laws.

9. Children's Privacy

The Services are not directed to, and we do not knowingly collect personal information from, anyone under the age of 18. If we learn that we have collected information from a person under 18, we will delete it.

10. Changes to This Policy

We may update this Privacy Policy from time to time. The “Effective Date” above reflects the most recent revision. Material changes will be posted on the Site, and continued use of the Services after changes are posted constitutes acceptance of the revised Policy.

11. Contact Us

If you have questions about this Privacy Policy or wish to exercise your privacy rights, contact us at:

Pure Peptides USA

Email: purepeptidesusa@gmail.com

Address:

2108 n st ste e
Sacramento, CA 95816