

Privacy Policy

Stone Creek Jewelers

Last Updated: August 31, 2026

Stone Creek Jewelers (“Company,” “we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, communicate with us, make a purchase, request a service, or otherwise interact with us.

By using our website or providing your information to us, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information:

A. Personal Information You Provide

- Name
- Email address
- Phone number
- Billing address
- Shipping address
- Payment information (when applicable)
- Information related to purchases, custom jewelry requests, engraving, appraisals, or other services
- Any information submitted through contact forms, appointment requests, inquiries, or customer service communications

B. Automatically Collected Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device type
- Pages visited
- Time spent on pages
- Referring website

- Other website usage and analytics data

This information helps us improve website performance, services, and customer experience.

2. How We Use Your Information

We may use your information to:

- Respond to inquiries and provide customer support
- Process purchases and service requests
- Schedule appointments or consultations
- Communicate regarding purchases, custom designs, appraisals, engraving, repairs, appointments, or account activity
- Send order updates, appointment reminders, promotions, special offers, or company announcements if you have opted in to receive them
- Improve our website, products, services, and customer experience
- Prevent fraud and maintain the security of our website and business
- Comply with applicable legal and regulatory obligations

We do **not** sell or rent your personal information to third parties for their marketing purposes.

3. Sharing of Information

We may share your information with:

- Payment processors
- Shipping and delivery providers
- Service providers that assist with website hosting, analytics, communications, marketing, or business operations
- Professional service providers when necessary to fulfill a service you have requested
- Legal authorities when required by law or when necessary to protect our legal rights

These third parties are provided only with information reasonably necessary to perform their services.

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the text messaging services necessary to deliver SMS communications.

4. Cookies & Tracking Technologies

Our website may use cookies and similar tracking technologies to:

- Improve website performance
- Analyze website traffic and user behavior
- Remember preferences
- Improve our marketing and advertising efforts

You may disable cookies through your browser settings; however, doing so may affect certain website functionality.

5. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your personal information.

However, no internet transmission, electronic communication, or electronic storage method is completely secure, and we cannot guarantee absolute security.

6. Your Privacy Rights

Depending on applicable law and your relationship with Stone Creek Jewelers, you may have certain rights regarding your personal information, including the ability to:

- Request access to personal information we maintain about you
- Request correction of inaccurate information
- Request deletion of certain personal information, subject to applicable exceptions
- Opt out of certain targeted advertising or uses of personal information, where applicable
- Withdraw consent for certain communications

To exercise an applicable privacy right, contact us using the information provided below.

7. Third-Party Links

Our website may contain links to third-party websites or services. Stone Creek Jewelers is not responsible for the privacy practices, security, or content of those third-party websites.

We encourage you to review the privacy policies of any third-party websites you visit.

8. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes to our practices, services, or legal obligations.

Any changes will be posted on this page with a revised “Last Updated” date.

9. Contact Information

Stone Creek Jewelers

22714 U.S. Hwy 281 N Ste 108
San Antonio, TX 78258

Phone: (210) 371-6200

Website: stonecreekjewelers.com

10. SMS & Text Messaging Communications

If you provide your mobile phone number to Stone Creek Jewelers and consent to receive text messages from us, you may receive SMS communications related to:

- Appointment and consultation reminders
- Purchase and order updates
- Custom jewelry or service updates
- Customer service communications
- Account-related communications
- Promotional messages, special offers, and company announcements if you have opted in to receive marketing communications

Consent to receive marketing text messages is **not a condition of purchase**.

Message frequency may vary. Message and data rates may apply depending on your mobile carrier and plan.

You may opt out of receiving text messages at any time by replying **STOP** to any message. After you send STOP, you may receive a final confirmation message confirming your opt-out.

For assistance, reply **HELP** or contact us at:

Phone: (210) 371-6200

Carriers are not liable for delayed or undelivered messages.

Mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the text messaging services necessary to deliver SMS communications.