

Privacy Policy

Kelowna Balloons [<https://www.kelownaballoons.com/>] ("we," "us," or "our") is committed to protecting the privacy of our customers and website visitors. This Privacy Policy outlines how we collect, use, and safeguard your personal information.

Information We Collect

We may collect the following types of personal information:

- **Contact Information:** This includes your name, email address, phone number, and postal address.
- **Order Information:** If you place an order with us, we may collect information about the products or services you purchase, as well as payment information.
- **Communications:** We may keep a record of any communications you have with us, including emails and messages through our website or social media channels.
- **Website Usage Data:** We may collect information about how you interact with our website, including your IP address, browser type, device information, and pages visited.

How We Use Your Information

We may use the information we collect for the following purposes:

- **Providing Services:** To fulfill orders, process payments, and deliver products or services to you.
- **Communication:** To respond to your inquiries, provide customer support, and send you important updates about your orders or our services.
- **Marketing:** With your consent, we may send you promotional emails or newsletters about our products, special offers, or upcoming events.
- **Improvement:** To analyze website usage data and trends, and to improve our website, products, and services.
- **Legal Compliance:** To comply with legal obligations, such as tax or accounting requirements, or to respond to lawful requests from authorities.

Data Security

We take reasonable measures to protect your personal information from unauthorized access, use, or disclosure. This includes using secure encryption technology for online transactions and implementing physical and electronic safeguards to protect against data breaches.

Your Choices

You have the following choices regarding your personal information:

- **Access and Update:** You may access and update your personal information by contacting us using the information provided below.
- **Marketing Preferences:** You can opt out of receiving marketing communications from us at any time by following the unsubscribe instructions included in our emails or by contacting us directly.
- **Cookies:** You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. However, please note that disabling cookies may affect your experience on our website.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. Any updates will be posted on this page, and the revised Privacy Policy will take effect immediately upon posting.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at kelownaballoons@gmail.com.

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