

M A D E R A

PRIVACY POLICY

Introduction

This privacy policy (this “policy”) describes the types of information that Madera Trade LLC, a New York corporation, doing business as MADERA (“MADERA” “us,” or “we”) may collect from you or that you may provide to us and how we collect, use, maintain, protect, and disclose that information. This policy will apply when you visit www.maderasurfaces.com (the “Site”).

This policy also applies to information we may collect via the Site and via email, text, or other electronic messages between you and us. This policy does not apply to information collected when you communicate with us by any other means, including through other websites operated by us not linked to this policy, or a third party or information about you collected by a third party.

By accessing or using the Site, you agree to this policy. If you do not agree with this policy, then you should not access or use the Site. This policy may change from time to time. Your continued use of the Site after we make changes constitutes your acceptance of those changes.

International Users

The Site is intended for U.S. and Canadian users only. If you are outside the United States or Canada, and you decide to access or use the Site and share your personal information with us, you are consenting to the transfer of your personal information from your current location to the offices and servers of our company and authorized third parties in the United States, and the processing and storage of it by us in the United States. We will process your personal information in accordance with this Privacy Policy.

Information Collection and Use

While using our Sites, we may collection information from you (1) when you submit information to us and (2) when information is automatically collected by the Site. MADERA uses the Squarespace platform and the information collected by the Sites are subject to Squarespace’s privacy policy which may or may not contain terms as protective as this privacy policy.

Analytics

These Sites collect personal data to power our site analytics, including:

- Information about your browser, network, and device
- Web pages you visited prior to coming to this website
- Your IP address

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This information may also include details about your use of this Site, including:

- Clicks
- Internal links
- Pages visited
- Scrolling
- Searches
- Timestamps

We share this information with Squarespace, our website analytics provider, to learn about site traffic and activity.

Cookies

These Sites use cookies and similar technologies, which are small files or pieces of text that download to a device when a visitor accesses a website or app. For information about viewing the cookies dropped on your device, visit [The cookies Squarespace uses](#).

- [These functional and required cookies are always used](#), which allow Squarespace, our hosting platform, to securely serve these Sites for you.
- [These analytics and performance cookies](#) are used on these sites, as described below, only when you acknowledge our cookie banner. We use analytics cookies to view site traffic, activity, and other data.

Customer Accounts

If you create a customer account on these Sites, we collect personal information to improve our checkout experience and customer service. This information may include your:

- Billing and shipping address(es)
- Details about your orders (for example, your shirt size)
- Email address
- Name
- Phone number

We share this information with Squarespace, our website hosting provider, so they can provide website services to us.

Abandoned Cart Emails

You will receive an automated email within 24 hours after you abandon your shopping cart, if all of the following occur:

1. You enter your email address at checkout or are logged into your Customer Account.
2. You add a product which is in stock to your shopping cart.

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3. You close your browser or leave these Sites without completing your purchase.

You can unsubscribe from these messages at the bottom of the email.

The email will link back to these Sites, where you can pick up where you left off and complete your purchase.

Marketing Emails

MADERA uses the MailChimp platform to manage email marketing campaigns. If you subscribe to our newsletter or receive a marketing email, your data will be shared with MailChimp for marketing purposes. MailChimp does not use the data. MailChimp's privacy policy can be accessed here: <https://mailchimp.com/legal/privacy/>

Order and Account Emails

We may email you with messages about your order or account activity. For example, we may email you to tell you that:

- You've created a Customer Account
- Your Customer Account password has been reset or updated
- You've made a purchase
- Your order has shipped

It's not possible to unsubscribe from these messages. We share your contact information with Squarespace, our website hosting provider, so they can send these emails to you on our behalf.

Fonts

These Sites use font files from Google Fonts and Adobe Fonts. To properly display these Sites to you, servers where the font files are stored may receive personal information about you, including:

- Information about your browser, network, or device
- Your IP address

Customer Visitor Data

When you buy something on these Sites, we collect personal information from you to fulfill the order. We may collect information like your:

- Billing and shipping address
- Details relating to your purchase (for example, your shirt size)
- Email address
- Name

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- Phone number

We share this information with Squarespace, our online store hosting provider, so that they can provide website services to us.

As you go through checkout, this site may auto complete your shipping and billing address by sharing what you type with the Google Places API and returning suggestions to you to improve your checkout experience.

Website Visitor Data

These Sites are hosted by Squarespace. Squarespace collects personal data when you visit this website, including:

- Information about your browser, network and device
- Web pages you visited prior to coming to this website
- Your IP address

Squarespace needs the data to run these Sites, and to protect and improve its platform and services. Squarespace analyzes the data in a de-personalized form.

Changes to this Privacy Policy

MADERA may update this Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on the Site. You are advised to review this Privacy Policy periodically for any changes.

Contact Us

If you have any questions about this Privacy Policy, please contact us.

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