

Privacy Policy

Whisperwood (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide when visiting our website, requesting information, or purchasing our products.

This Privacy Policy explains what information we collect, how we use it, and the choices available to you.

1. Information We Collect

We may collect information you voluntarily provide, including:

- Name
- Email address
- Phone number
- Mailing address
- Billing and shipping information
- Information provided through contact forms, commission inquiries, or customer communications
- Project details, preferences, dimensions, photographs, or inspiration materials provided for custom work

We may also automatically collect limited technical information when you visit our website, such as:

- IP address
- Browser type
- Device information
- Pages visited
- Time spent on the website
- Referring website or search terms

This information helps us understand how visitors use our website and improve the user experience.

2. How We Use Your Information

We may use collected information to:

- Respond to inquiries and requests

- Prepare estimates and proposals
- Manage custom projects
- Process orders and payments
- Arrange delivery or installation
- Provide customer service
- Send updates related to your order or project
- Improve our website and services
- Communicate occasional business updates, if you choose to receive them

We do not sell, rent, or trade personal information to third parties.

3. Information Sharing

We may share information only when reasonably necessary to operate our business, including with:

- Payment processors
- Shipping and delivery providers
- Website hosting providers
- Service providers who assist with business operations

These parties are expected to use your information only for the services they provide.

We may also disclose information when required by law or to protect our rights, safety, or property.

4. Website Analytics and Cookies

Our website may use cookies and similar technologies to improve functionality and understand visitor activity.

Cookies may allow us to:

- Remember preferences
- Analyze website traffic
- Improve website performance
- Understand which pages are most useful to visitors

You may adjust your browser settings to limit or disable cookies, although some website features may not function properly.

5. Payments

If you purchase products through our website, payment information may be processed by third-party payment providers.

Whisperwood does not store complete payment card information.

Payment processors handle payment information according to their own privacy policies and security practices.

6. Customer Photos and Project Information

Custom projects may involve photographs, drawings, dimensions, or design discussions.

Unless otherwise agreed in writing, Whisperwood may photograph completed work and use images of completed projects for portfolio, marketing, website, social media, and promotional purposes.

Customers who require confidentiality for a project should request a written confidentiality agreement before work begins.

7. Data Security

We take reasonable steps to protect personal information. However, no method of electronic storage or transmission is completely secure, and we cannot guarantee absolute security.

8. Your Choices

You may:

- Request access to personal information we maintain about you;
- Request correction of inaccurate information;
- Request deletion of information where appropriate;
- Opt out of marketing communications.

To make a request, contact us using the information below.

9. Children's Privacy

Our website and products are not directed toward children under the age of 13.

We do not knowingly collect personal information from children.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date.

11. Contact Information

Questions regarding this Privacy Policy may be directed to:

help.Whisperwood@icloud.com