

# PRIVACY POLICY

**Effective Date: April 27, 2026**

Hospitality Essentials LLC (“Company,” “we,” “us,” or “our”) respects your privacy and is committed to protecting your personal information. This Privacy Policy describes how we collect, use, disclose, and safeguard your information when you visit our website, interact with us, or purchase our products and services.

---

## 1. Information We Collect

We may collect the following types of information:

### a. Personal Information

Information you voluntarily provide, including:

- Name
- Email address
- Phone number
- Billing and shipping address
- Company name (if applicable)
- Payment information

### b. Order & Transaction Information

- Purchase history
- Product preferences
- Warranty claims and service requests

### c. Technical & Usage Data

Automatically collected information:

- IP address
  - Browser type and device information
  - Pages visited and time spent on site
  - Cookies and tracking technologies
-

## 2. How We Use Your Information

We use your information to:

- Process and fulfill orders
  - Provide customer service and support
  - Manage warranty claims and service requests
  - Process returns, exchanges, and refunds
  - Communicate order updates and important notices
  - Improve our website, products, and services
  - Prevent fraud and ensure security
  - Comply with legal obligations
- 

## 3. Sharing of Information

We do **not** sell your personal information.

We may share your information with:

- **Service Providers:** Payment processors, shipping partners, and IT service providers
- **Authorized Technicians or Service Providers:** For warranty or repair services
- **Legal Authorities:** When required by law or to protect our rights

All third parties are required to maintain the confidentiality and security of your information.

---

## 4. Cookies & Tracking Technologies

We use cookies and similar technologies to:

- Enhance user experience
- Analyze website traffic
- Remember user preferences

You can control cookies through your browser settings. Disabling cookies may affect certain features of the website.

---

## 5. Data Retention

We retain your information only as long as necessary to:

- Fulfill orders and services
  - Maintain records for warranty, legal, and accounting purposes
  - Resolve disputes and enforce agreements
- 

## **6. Data Security**

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

However, no method of transmission over the internet is 100% secure. By using our services, you acknowledge and accept this risk.

---

## **7. Your Rights & Choices**

Depending on your location, you may have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Request deletion of your data
- Opt out of marketing communications

To exercise your rights, please contact us using the information below.

---

## **8. Third-Party Links**

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

---

## **9. Children's Privacy**

Our services are not directed to individuals under the age of 18. We do not knowingly collect personal information from children.

---

## 10. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time. Any changes will be posted on this page with an updated effective date.

---

## 11. Contact Information

If you have any questions about this Privacy Policy or how your information is handled, please contact us:


### **Hospitality Essentials LLC**

Main Office:

811 N Broad Street, Suite 203

Middletown, DE 19709

 [support@hospitalityessentials.com](mailto:support@hospitalityessentials.com)

 (610) 273-8220