FOXTROT STUDIOS

Privacy Policy

Last updated November 26, 2026

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1. Overview

This Privacy Policy explains what personal information Foxtrot Studios collects when you visit our website, contact us, book our services, or buy from our shop, and how we use and protect it. We don't sell your personal information.

2. Information we collect

Information you give us:

1. Order details: your name, shipping and billing address, email, phone number, and what you bought
2. Account details, if you create an account: your name, email, and password
3. Messages you send through our contact forms or by email, including details about a project or booking

Information collected automatically: when you use the site, we and our service providers may collect your IP address, browser and device type, pages visited, and cookie data. This helps the site work and keeps it secure.

Payment information: card and payment details are entered directly with our payment processor. We never see or store your full card number.

3. How we use your information

1. To process, fulfill, ship, and support your orders
2. To calculate and collect sales tax
3. To answer your questions and manage service bookings
4. To send order confirmations, shipping updates, and other messages about your purchase
5. To prevent fraud and keep the site secure
6. To keep business, accounting, and tax records required by law

We'll only send you marketing emails if you choose to receive them, and you can unsubscribe at any time.

4. Who we share it with

We share information only with the service providers we need to run the business, and only as much as they need:

1. **Our print partner**, which prints and ships your order and receives your name, shipping address, and order details

2. **Payment processors**, which handle your payment securely
3. **Shipping carriers**, which deliver your order and may send tracking updates
4. **Website and shop services**, such as our website host, WooCommerce, and its tax service, which uses your address to calculate sales tax

We may also share information if the law requires it, or to protect our rights, our customers, or the public.

5. Cookies

Our site uses cookies, small files stored in your browser, to keep items in your cart, keep you signed in, remember your preferences, and keep the site secure. Some features, such as embedded videos or fonts, may load content from outside services like Google or YouTube, which can set their own cookies.

You can block or delete cookies in your browser settings, but the cart and checkout may not work without them.

6. How long we keep it

1. Completed and refunded orders are kept as long as needed for accounting and tax records
2. Unpaid (pending) orders are cleared after 7 days
3. Failed and cancelled orders are cleared after 30 days
4. Customer accounts unused for 24 months may be removed
5. Messages are kept only as long as needed to answer you or complete your project

7. How we protect it

Our site uses a secure (HTTPS) connection, and payments are handled by secure payment processors. We limit access to your information to people who need it to run the business. No website is completely secure, but we take reasonable steps to protect your data.

8. Your choices and rights

You can ask us to:

1. Tell you what personal information we have about you
2. Correct information that is wrong
3. Delete your information, except records we must keep for legal or tax reasons
4. Stop sending you marketing emails

Depending on where you live, your state may give you more rights. To make a request, email us. We'll respond within 30 days.

9. Children's privacy

Our site is not directed to children under 13, and we don't knowingly collect their personal information. If you believe a child has given us information, contact us and we'll delete it.

10. Links to other sites

Our site links to other websites, such as our social media pages. Their own privacy policies apply when you visit them.

11. Changes to this policy

We may update this policy from time to time. The "Last updated" date shows when it last changed.

12. Contact us

Questions or privacy requests? Email foxtrotstudios22@gmail.com. Foxtrot Studios is based in Oklahoma, USA.
