

PRIVACY POLICY

Last Updated: October 2026

At Ember & Encore, we believe trust is in the details. We respect your privacy and are committed to protecting the personal information you share with us when you visit our website, shop one of our online stores, contact us, or otherwise interact with Ember & Encore.

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

Information We Collect

We may collect information you provide directly to us, including your:

- Name
- Email address
- Phone number
- Billing and shipping address
- Order and purchase information
- Studio, team, school, business, or organization information
- Communications, inquiries, or design requests you send to us

When you use our website or online stores, certain technical information may also be collected automatically, such as your IP address, browser type, device information, pages visited, and interactions with our website.

Payment Information

Payments may be processed through third-party payment and storefront providers. Ember & Encore does not directly store complete credit or debit card information when payment information is handled by these providers.

Their collection and use of your information may also be governed by their own privacy policies and terms.

How We Use Your Information

We may use the information we collect to:

- Process and fulfill orders
- Provide and manage online storefronts
- Communicate about orders, projects, or inquiries
- Provide customer support
- Develop designs and customized experiences
- Improve our website, products, and services
- Send marketing communications when permitted
- Prevent fraud and protect our business and customers
- Comply with applicable legal and regulatory requirements

How We Share Information

We do not sell your personal information for money.

We may share information with trusted service providers when necessary to operate our business, including providers that assist with storefront technology, payment processing, production and embellishment, shipping and fulfillment, website hosting, analytics, marketing, and other business services.

We may also disclose information when required by law or when reasonably necessary to protect the rights, property, or safety of Ember & Encore, our customers, or others.

Cookies & Website Technologies

Our website and service providers may use cookies and similar technologies to help the website function, understand how visitors use our site, remember preferences, and improve the online experience.

Depending on the technologies used on our website and applicable law, you may have options to manage certain cookies through your browser or other tools provided on the website.

Marketing Communications

If you choose to receive marketing emails from Ember & Encore, we may use your contact information to share company news, products, collections, store launches, and other updates.

You may unsubscribe from marketing emails at any time by using the unsubscribe link included in those communications.

Children's Privacy

Our website and online services are intended for general audiences and are not designed to collect personal information directly from children under 13.

We do not knowingly collect personal information directly from children under 13 without appropriate parental consent. If we learn that we have collected such information in a manner inconsistent with applicable law, we will take appropriate steps to delete it.

Data Security

We take reasonable administrative, technical, and organizational measures designed to protect the personal information entrusted to us. However, no website, electronic transmission, or storage system can be guaranteed to be completely secure.

Your Privacy Choices

Depending on where you live and applicable law, you may have certain rights regarding your personal information.

You may contact us to request information about your personal information, ask that information be corrected or deleted where applicable, or ask questions about our privacy practices.

Third-Party Websites & Services

Our website may contain links to or integrate with websites and services operated by third parties. Ember & Encore is not responsible for the privacy practices of those third parties, and we encourage you to review their privacy policies when using their services.

Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes to our business, website, technology, or legal requirements.

When changes are made, we will update the "Last Updated" date at the top of this page.

Contact Us

Questions about this Privacy Policy or how Ember & Encore handles personal information may be directed to:

Ember & Encore

Email: info@emberandencore.com