

Privacy Policy

This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you use our website, products, and services.

By accessing or using our website, you agree to the practices described in this Privacy Policy.

1. Information We Collect

We may collect the following categories of information:

Personal Information

- Full name
- Billing and shipping address
- Email address
- Phone number
- Payment details (processed securely through third-party payment providers)
- Account login credentials

Technical Information

- IP address
- Browser type and device information
- Operating system
- Website usage data
- Cookies and tracking technologies

Order Information

- Products purchased
- Order history
- Shipping and delivery information
- Customer support communications

2. How We Use Your Information

We use your information to:

- Process and fulfill orders

- Manage customer accounts
- Provide customer support
- Improve our website and services
- Send transactional emails and updates
- Prevent fraud and unauthorized activity
- Comply with legal obligations
- Send marketing communications where permitted by law

3. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Improve website functionality
- Remember user preferences
- Analyze website traffic
- Personalize content and advertising

Users may disable cookies through their browser settings; however, some website features may not function properly.

For more details, please refer to our Cookie Policy.

4. GDPR and European User Rights

If you are located in the European Economic Area (EEA), you have the right to:

- Access your personal data
- Correct inaccurate information
- Request deletion of your data
- Restrict or object to processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, contact us at:

Email: support@tinza.com

5. Sharing of Information

We may share information with:

- Payment processors
- Shipping and logistics providers

- IT and hosting providers
- Marketing and analytics partners
- Legal authorities when required by law

We do not sell personal information to third parties.

6. Payment Security

Payments are processed through secure third-party payment providers. Tinza does not store full credit card information on its servers.

7. Data Retention

We retain personal information only for as long as necessary to:

- Fulfill contractual obligations
- Comply with legal requirements
- Resolve disputes
- Enforce agreements

8. International Transfers

Your information may be processed outside your country of residence. We implement appropriate safeguards to protect personal data transferred internationally.

9. Handmade and Natural Material Disclaimer

Many products sold on Tinza are handcrafted or made from natural brass and copper materials. Variations in color, texture, patina, finish, and dimensions may occur naturally and are not considered defects.

10. Third-Party Services

Our website may contain links or integrations with third-party services including:

- Payment gateways
- Social media platforms
- Analytics tools
- Advertising services

We are not responsible for the privacy practices of third-party websites or services.

11. Children's Privacy

Our website is not intended for individuals under the age of 16. We do not knowingly collect personal data from children.

12. Contact Information

For questions regarding this Privacy Policy, please contact:

Company Name:

Address:

Email:

VAT Number: