Privacy Policy

Legal & Privacy · https://imiyoo.com/FAQ/privacy-policy/

At IMIYOO Jewelry, we respect your privacy and understand the importance of protecting your personal information.

Whether you're browsing our jewelry collections, placing an order, or working with us on a custom design, we want you to feel comfortable sharing the information needed to assist you.

This Privacy Policy explains what personal information we collect, how we use it, when we share it, and the choices you have regarding your information.

1. Information We Collect

The information we collect depends on how you interact with IMIYOO Jewelry.

Information You Provide When Placing an Order

When you purchase jewelry from our website, we may collect:

- Your name and contact information
- Email address and phone number
- Billing and shipping addresses
- Order details and selected product options
- Payment confirmation and transaction information

Information You Share During Customization

If you contact us about a custom design or request changes to an existing piece, you may provide information such as:

- Jewelry preferences and design specifications
- Gemstone, metal, and sizing preferences
- Reference photographs or design images

- CAD design feedback and approvals
- Messages exchanged with our team

We use this information to understand your requirements and assist with the design and production process.

Customer Service Communications

When you contact us by email, website forms, or supported messaging and social media channels, we may keep relevant contact details and messages to respond to your questions and assist with your orders.

Website Usage Information

When you visit our website, certain technical information may be collected automatically, such as:

- IP address
- Browser and device information
- Pages visited and general website interactions
- Cookies and similar technical identifiers

This information may be used for website functionality, security, troubleshooting, and other purposes described in this policy.

If customer account features are available and you choose to use them, we may also process information associated with your account.

2. How We Use Your Information

We use personal information to provide our jewelry products and customer services.

This may include:

- Processing purchases and confirming orders
- Communicating about gemstones, designs, and custom requests
- Preparing and coordinating jewelry production
- Arranging payment, shipping, and delivery

- Providing customer support and after-sales assistance
- Handling warranty requests, returns, and refunds
- Maintaining website functionality and security
- Preventing fraud and unauthorized activity
- Meeting applicable legal, accounting, and recordkeeping obligations

We may also use your information to respond to requests for product information or updates you've chosen to receive.

Where applicable law requires your consent for a particular activity, we'll seek that consent before proceeding.

3. Payments & Transaction Information

We use third-party payment providers to help process online payments.

PayPal is one of the payment services available or planned for our online store. The payment services actually offered will be shown during checkout.

When you make a payment, the payment provider may collect and process the information needed to complete the transaction under its own privacy practices.

We may receive transaction confirmations, payment status, and related information necessary to manage your order, issue refunds, and resolve payment-related questions.

Please review the privacy policy of the payment provider you select for more information about its handling of payment information.

4. When We Share Your Information

To fulfill orders and provide our services, we may need to share relevant information with trusted service providers.

These may include:

Payment Providers

To process purchases, payments, and refunds.

Shipping & Logistics Providers

To prepare shipments, arrange delivery, provide tracking information, and resolve shipping issues.

Jewelry Production & Service Providers

To coordinate production, customization, repairs, or other services related to your jewelry. We share the information reasonably necessary for the relevant work.

Website Hosting, Security & Technology Providers

To operate, protect, maintain, and support our website and related systems.

Email & Communication Services

To respond to inquiries, provide order updates, and manage customer communications.

We may also disclose information when required by applicable law, to respond to lawful requests, or to protect our rights and the security of our customers and services.

We seek to limit the information shared to what is reasonably necessary for the relevant purpose.

5. Cookies & Website Technologies

Our website uses or may use cookies and similar technologies to support essential website functions, such as shopping-cart activity, session management, and security.

Depending on the services enabled on our website, additional technologies may be used for website performance, analytics, or other purposes disclosed to visitors.

Where required by applicable law, we'll provide appropriate information and choices before using non-essential cookies or similar technologies.

You can also manage certain cookie preferences through your browser settings.

For more information, please refer to our Cookie Policy.

6. International Data Processing

IMIYOO Jewelry serves customers internationally, and our team operates from China.

When you place an order or contact us, your information may be accessed or processed in China or other countries where our service providers operate.

Privacy and data protection laws may differ between countries.

Where required by applicable law, we take appropriate steps to protect personal information transferred internationally.

7. How Long We Keep Your Information

We keep personal information for as long as reasonably necessary to fulfill the purposes described in this policy.

For example, order and transaction records may need to be retained to support customer service, warranty requests, accounting, tax compliance, dispute resolution, and other legal obligations.

Information related to inquiries that do not result in a purchase may be retained for a period appropriate to the purpose of the communication, unless a longer period is required or permitted by law.

Our retention practices take into account the nature of the information, the reason it was collected, and applicable legal requirements.

When information is no longer needed, we take appropriate steps to delete it or otherwise handle it in accordance with applicable requirements.

8. How We Protect Your Information

We take reasonable measures to help protect personal information against unauthorized access, misuse, loss, and disclosure.

These measures may include access controls, account-security practices, website security tools, and appropriate safeguards provided by our technology partners.

No online service or method of electronic storage can be guaranteed to be completely secure.

If you believe your personal information or account may have been compromised, please contact us so we can review the concern.

9. Your Privacy Choices & Rights

Depending on where you live and the privacy laws applicable to IMIYOO Jewelry, you may have rights concerning your personal information.

These may include the right to:

- Request access to personal information we hold about you
- Ask us to correct inaccurate information
- Request deletion of eligible personal information
- Object to or restrict certain uses of your information
- Withdraw consent where processing is based on your consent
- Request other information or exercise additional rights provided by applicable law

You may also contact us about any concerns regarding the use or sharing of your information.

To make a privacy-related request, please email **sales@imiyoo.com**.

We may ask for information needed to verify your identity before responding to certain requests.

Some information may need to be retained where required or permitted by law, including records related to completed transactions or legal obligations.

We'll review and respond to applicable requests within the timeframes required by law.

10. Communications & Marketing Preferences

We may contact you about your order, a customization request, delivery arrangements, or after-sales service.

These service-related communications are separate from optional promotional messages.

If you choose to receive marketing communications from IMIYOO Jewelry, you can ask us to stop sending them at any time by following the available unsubscribe instructions or contacting us directly.

You may still receive necessary messages relating to an existing order or service request.

11. Third-Party Websites & Social Media

Our website and communications may include links to third-party websites, payment services, or social media platforms.

When you interact with these services, their own privacy policies and practices may apply.

We encourage you to review the privacy information provided by those services.

12. Children's Privacy

Our jewelry website and services are intended for a general shopping audience and are not directed toward children under the age of 13.

If we become aware that we have collected personal information from a child in circumstances requiring parental consent or another legal safeguard, we'll take appropriate steps in accordance with applicable law.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, or legal requirements.

When we make changes, we'll update the date at the top of this page.

Where required by law, we'll provide additional notice or obtain consent before making changes that affect how personal information is used.

We encourage you to review this page periodically.

14. Contact Us

If you have questions about this Privacy Policy or would like to make a privacy-related request, please contact us.

IMIYOO Jewelry

Email: sales@imiyoo.com

Website: www.imiyoo.com

We're happy to review your concerns and assist with your request.

This Privacy Policy describes our personal information practices and is intended to be read together with our Terms & Conditions and Cookie Policy.