

## AWKWARD OCTOPUS PRODUCTIONS LLC PRIVACY POLICY

### **1. This Privacy Policy applies to the sites and platforms where it appears.**

This Privacy Policy describes how Awkward Octopus Productions AKA Awkward Octopus Productions LLC treats customer information on the websites and platforms where it is located (in this policy we call these our Platforms). Your use of this Platform indicates that you agree to our collection, use, and disclosure of your information as described in this Privacy Policy.

### **Your rights regarding your information.**

You have a lot of rights relating to your personal information:

- The right to be informed about how your personal information is being used (like this notice!)
- The right to access the personal information we hold about you
- The right to request the correction of inaccurate personal information we hold about you.
- The right to request that we delete your data, or stop processing it or collecting it, in certain circumstances
- The right to stop direct marketing messages, which you can do by emailing us directly.

### **2. We collect information from you and about you.**

**We collect your contact information.** For example, we collect your name and mailing address if you register or create an account with us on <https://theawkwardocto.com/>. We also collect contact information such as your phone number(s) and email address(es). If you register, we will also have you create a password.

**We collect information you submit online.** This includes information you post/publish when you interact with us on social media platforms. Also, we may collect your email address or postal address when you sign up for one of our mailing lists.

**We collect demographic information and information about your product preferences.** This may include collecting your age, gender, and/or marital status.

**We collect payment information.** If you buy products via our Platform, we will collect the relevant data necessary to process your purchase such as your debit or credit card number.

**We collect information about your device and location.** We collect information about the type of browser you are using as well as the type of device you use to access our Platform. We may look at what site you came from or what site you go to when you leave us.

### **3. We collect information from you in different ways.**

**We collect information directly from you.** This includes when you create an account or purchase a product via our Platform(s). We collect information if you contact customer service or sign up for our newsletter. We also collect information when you complete a survey or participate in a promotion.

**We collect information passively.** We may use tracking tools like browser cookies and web beacons. We may use these tools on our websites and in emails we send to you. We collect information about users over time when you use our Platforms. We have third parties who collect information this way as well.

**We get information about you from third parties.** This includes social media platforms and friends who use our "email a friend" feature. We may receive information about you from other sources.

#### **4. We use information as disclosed and described here.**

We use your information to provide you with products and services. This includes sending you product you purchase or processing a return. It also includes sending you newsletters you signed up to receive.

**We use information to improve our products and Platforms.** We may use your information to make our Platforms or products better. We may also use your information to customize your experience with us. This includes understanding your interests and preferences. We use your information to respond to your requests. This includes responding to customer inquiries.

**We use your information to communicate with you about our relationship.** We may communicate with you about your account or our relationship. This includes electronic messages (such as e-mail or SMS) and calls about order status. We may also contact you about this Policy.

**We use your information for marketing purposes.** We may provide you with information about new products, special offers, new features, or updates. We may also serve you ads about products and offers. These might be third-party offers or products we think you might find interesting.

**Communications from us.** You can always opt out of receiving our marketing emails. To stop receiving our promotional emails, you can follow the instructions in any promotional message you get from us. Even if you opt out of getting marketing messages, we will still send you transactional messages in the event that you make a purchase from our Platform(s). These include responses to your questions via e-mail or our Platform(s).

If you have said we can, we'll send you marketing messages by email and SMS, to keep you aware of what we're up to and to help you see and find our products.

#### **How to stop marketing messages from <https://theawkwardocto.com/>.**

You can stop receiving marketing messages from us at any time. Here's how:

- Through your account settings on <https://theawkwardocto.com/>
- By clicking on the 'unsubscribe' link in any email from us
- By contacting our Customer Service Team by emailing [regina@theawkwardocto.com](mailto:regina@theawkwardocto.com)

Once you do this, we will update your profile to ensure that you don't receive further marketing messages. Please note that it might take a few days for us to process your request fully and to ensure that all of our systems are updated, so you might get messages from us while we process your request.

Ending your subscription to our marketing messages will not stop <https://theawkwardocto.com/> service or transactional communications (such as order updates, etc.)

**We use information as otherwise permitted by law or as we may notify you.**

#### **5. We share information with third parties.**

We share information with our affiliated organizations and parent company. This includes our affiliates and Awkward Octopus Productions LLC associated with Awkward Octopus Productions.

We may share information with third parties who perform professional services for us, such as marketing agencies, advertising partners, and web hosts. We share information with payment processors. We also share information with companies that send emails on our behalf as well as companies that do things to

get your <https://theawkwardocto.com/> purchases to you, such as delivery companies, payment service providers, warehouses, order packers.

We may provide third parties with aggregated but anonymized information and analytics about our customers and, before we do so, we will make sure that it does not identify you.

We may share information with any successor to all or part of our business. For example, if Awkward Octopus Productions is sold, we may give a customer list as part of that transaction.

We will share information if we think we have to in order to comply with the law or to protect ourselves. This could include responding to a court order or subpoena. It could also include sharing information if a government agency or investigatory body requests. We might share information when we are investigating a potential fraud. This could include fraud we think has occurred during a sweepstakes or promotion. We may also share information if you are the winner of a sweepstakes or other contest with anyone who requests a winner's list.

We may share information for other reasons we may describe to you. You have certain choices about how we use your information.

Outside of these circumstances, we do not, and will not, sell *any* of your personal data to any other third party – including your name, address, email address, or financial/credit card information. Our goal is to earn and maintain your trust, and we believe protecting your personal information is absolutely essential in order to do that.

**California Residents.** California residents may be entitled to ask us for a notice describing what categories of personal information (if any) we share with third parties or affiliates for those parties to use for direct marketing. If you are a California resident and would like a copy of such notice, please submit a written request to us using the information in the "Contact Information" section below or via email: [regina@theawkwardocto.com](mailto:regina@theawkwardocto.com).

**Transmission of Data to Other Countries.** If you are a Customer located outside the United States, please be aware that your personal information may be processed in the United States, where privacy laws may be less stringent than the laws in your country. By submitting your personal information to us you agree to the transfer, storage, and processing of your information in the United States.

**Cookies & Tracking.** You can control cookies and tracking tools. Your browser may give you the ability to control cookies or other tracking tools. How you do so depends on the type of tool. Certain browsers can be set to reject browser cookies. To control flash cookies, which we may use on certain websites from time to time, you can go to <http://www.aboutads.info/choices/> to learn more.

**Our Do Not Track Policy.** Some browsers have “do not track” features that allow you to tell a website not to track you. These features are not all uniform. If you block cookies, certain features on our sites may not work. If you block or reject cookies, not all of the tracking described here will stop.

**You can control tools on your mobile devices.** For example, you can turn off the Bluetooth, GPS locator, or push notifications in your phone settings. Options you select are browser and device specific.

## **6. These sites are not intended for children.**

Our Platforms are meant for adults. We do not knowingly collect personally identifiable data from children under 13. If you are a parent or legal guardian and think your child has given us information, you can write

to us at the address listed at the end of this Policy. Please mark your inquiry "COPPA Information Request." Parents can learn more about how to protect children's privacy on-line by visiting: <https://www.consumer.ftc.gov/articles/0031-protecting-your-childs-privacy-online>.

#### **7. We use standard security measures.**

The Internet is not 100% secure. No method of transmission over the Internet, or method of electronic storage, is fully secure. We cannot promise that your use of our Platforms will be completely safe. We encourage you generally to use caution when using the Internet.

Use of our website may permit you to create an account. When you do so you will be prompted to create a username and password. You are responsible for maintaining the confidentiality of your password, and you are responsible for any access to or use of your account by someone else that has obtained your password, whether or not such access or use has been authorized by you. Should you believe that someone unauthorized to access your account has done so, you can change your password and e-mail address associated to your account via our website. You should notify us of any unauthorized use of your password or account.

While we use reasonable efforts to protect your personal information from unauthorized access, use, or disclosure, we cannot guarantee the security of your personal information. In the event that we are required by law to inform you of any unauthorized access to your personal information we may notify you electronically, in writing, or by telephone, if permitted to do so by law.

#### **8. Third-party links**

We may link to platforms or have third party tools on our platforms we don't control. If you click on a link to a third-party site, you will be taken to a site we do not control. We are not responsible for the privacy practices of third parties. This includes third parties who may have ads or content on our site. We suggest that you read their privacy policies carefully.

#### **9. Changes to this Policy**

From time to time, we may change our privacy policy and practices over time. To the extent that our Policy changes in a material way, the policy that was in place at the time that you submitted personal information to us will generally govern that information. We will notify you of any material changes to our Policy as required by law. We will also post an updated copy on our Platforms. Please check our Platforms periodically for updates.

#### **10. Contact information**

We always want to hear from our customers (especially if you feel we've let you down or could do better).

If you:

- Have any questions or feedback about this notice
- Would like us to stop using your information
- Want to exercise any of your rights as set out above or have a complaint, please don't hesitate to contact our Customer Care Team, who will be happy to answer any questions you may have.

You can contact our team by shooting an e-mail over to [regina@theawkwardocto.com](mailto:regina@theawkwardocto.com) or if you'd like to write us directly, you may do so at the address below:

Awkward Octopus Productions LLC  
604 Edison Glen Terrace

Edison, New Jersey, 08837

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