



## Privacy policy

This privacy policy describes how CityHausChicago.com (the “website” or “we”) collects, uses and discloses your personal information when you visit or make a purchase from the website.

### Contact

After reviewing this policy, if you have additional questions, want more information about our privacy practices or would like to make a complaint, please contact us by e-mail to [info@CityHausChicago.com](mailto:info@CityHausChicago.com) or by mail at City Haus Chicago, 25 East Huron Street, Chicago, Illinois 60611, U.S.A.

### Collecting personal information

When you visit the website, we collect certain information about your device, your interaction with the website, and information necessary to process your purchases. We may also collect additional information if you contact us for customer support. In this privacy policy, we refer to any information about an identifiable individual (including the information below) as “personal information.”

Read the list below for more information about what personal information we collect and why.

#### *Device information*

- **Purpose of collection:** to load the website accurately for you, and to perform analytics on website usage to optimize our website.
- **Source of collection:** Collected automatically when you access our website using cookies, log files, web beacons, tags, pixels or other tracking technologies.
- **Disclosure for a business purpose:** shared with our processor Shopify.
- **Personal information collected:** The user’s version of web browser, IP address, time zone, cookie information, what websites or products you view, search terms and how you interact with the website.

#### *Order information*

- **Purpose of collection:** to provide products or services to you to fulfill our contract; to process your payment information; to arrange for shipping and to send you invoices and/or order confirmations; to communicate with you; to screen our orders for potential risk or fraud; and when in line with the preferences you have shared with us, to share with you information or advertising relating to our products or services.
- **Source of collection:** collected from you.
- **Disclosure for a business purpose:** shared with our processor Shopify.
- **Personal information collected:** name, billing address, shipping address, payment information (including credit card numbers and Apple Pay), email address and phone number.

#### *Customer support information*

- **Purpose of collection:** to provide customer support.
- **Source of collection:** collected from you

#### *Minors*

The website is not intended for individuals under the age of 18. We do not intentionally collect personal information from children. If you are a parent or guardian and believe your child has provided us with personal information, please contact us at the email or USPS address above to request deletion.

## Sharing personal information

We share your personal information with service providers to help us provide our services and fulfill our contracts with you, as described above. For example:

- We use Shopify to power our online store. You can read more about how Shopify uses your personal information here: <https://www.shopify.com/legal/privacy>.
- We may share your personal information to comply with applicable laws and regulations; to respond to a subpoena, search warrant or other lawful request for information we receive; or to otherwise protect our rights.

## Behavioral advertising

As described above, we use your personal information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For example:

- We use Google Analytics to help us understand how our customers use the website. You can read more about how Google uses your personal information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.
- We use Shopify Audiences to help us show ads on other websites with our advertising partners, as well as to buyers who made purchases with other Shopify merchants and who may also be interested in what we have to offer. We also share information about your use of the website, your purchases and the email address associated with your purchases with Shopify Audiences, through which other Shopify merchants may make offers that may be of interest to you.

For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <https://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising via the following links:

- FACEBOOK - <https://www.facebook.com/settings/?tab=ads>
- GOOGLE - <https://www.google.com/settings/ads/anonymouse>
- BING - <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <https://optout.aboutads.info/>.

## Using personal information

We use your personal information to provide our services to you, which includes offering products for sale, processing payments, shipping and fulfillment of your order and keeping you up to date on new products, services and offers.

### *Retention*

When you place an order through the website, we will retain your personal information for our records unless and until you ask us to erase your information. For more information on your right of erasure, please see the 'Your rights' section below.

### *Automatic decision-making*

If you are a resident of the European Economic Area, you have the right to object to processing based solely on automated decision-making (which includes profiling) when that decision-making has a legal effect on you or otherwise significantly affects you.

We do not engage in fully automated decision-making that has a legal or otherwise significant effect using customer data.

Our processor Shopify uses limited automated decision-making to prevent fraud that does not have a legal or otherwise significant effect on you.

Services that include elements of automated decision-making include:

- Temporary blacklist of IP addresses associated with repeated failed transactions. This blacklist persists only for a few hours.
- Temporary blacklist of credit cards associated with blacklisted IP addresses. This blacklist persists for a few days.

If you would like to designate an authorized agent to submit these requests on your behalf, please contact us at the address at the beginning of this document.

## ***Cookies***

A cookie is a small amount of information that is downloaded to your computer or device when you visit our website. We use a number of different cookies, including functional, performance, advertising and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and geographic location). This means you do not have to re-enter this information each time you return to the website or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it is their first time visiting or if they are a frequent visitor.

To access a complete list of the cookies we use to optimize your experience on our website and to provide our services, please go to <https://www.shopify.com/legal/cookies>.

The length of time that a cookie remains on your computer or mobile device depends on whether it is a “persistent” or a “session” cookie. Session cookies last until you stop browsing and persistent cookies last until they expire or are deleted. Most of the cookies we use are persistent and will expire between 30 minutes and two years from the date they are downloaded to your device.

You can control and manage cookies in various ways. Please keep in mind that removing or blocking cookies can negatively impact your user experience and parts of our website may no longer be fully accessible.

Most browsers automatically accept cookies, but you can choose whether or not to accept cookies through your browser controls, often found in your browser’s “Tools” or “Preferences” menu. More information on how to modify your browser settings or how to block, manage or filter cookies can be found in your browser’s Help file or through such websites as: [www.allaboutcookies.org](http://www.allaboutcookies.org).

Additionally, please note that blocking cookies may not completely prevent how we share information with third parties such as our advertising partners. To exercise your rights or opt out of certain uses of your information by these parties, please follow the instructions in the “Behavioral advertising” section above.

## ***Do Not Track***

Please note that because there is no consistent industry understanding of how to respond to “Do Not Track” signals, we do not alter our data collection and usage practices when we detect such a signal from your browser.

## ***Changes***

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## ***Complaints***

As noted above, if you would like to make a complaint, please contact us by e-mail or by letter using the details provided under “Contact” above.

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant data protection authority.