

# Privacy Policy

**Last Updated: October 7, 2025**

Douceur Nuage values your privacy rights and is committed to transparency in all of our products and services. We believe our privacy practices are an integral part of building trust with our customers.

This Privacy Policy (or "Policy") explains how Douceur Nuage ("Douceur Nuage," "we," or "our") collects, uses, shares, and protects information obtained from and about our customers ("you"). It also explains how you can access and update your information and make certain choices about how your information is used. This Policy covers both our online and offline data collection activities, including information collected through our websites, applications, in-store visits, and events.

By using a Douceur Nuage website or by providing us your information, you agree to the terms of this Policy. If you do not agree to this Policy, you must not use our websites or applications or provide us any of your information.

We reserve the right to update this Privacy Policy at any time. For material changes, we may notify you more prominently and/or provide you with prior notice. This website is intended for and directed to residents of the United States.

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## Key Privacy Questions Answered

### Why do we process your information?

We process your information for the following business purposes:

**Performance of Contract:** We need your information to fulfill our contractual obligations. For example, if you purchase products through our website, we need your name and contact details to communicate with you and deliver your order. Without this information, we cannot provide you with requested products and services.

**Your Consent:** In certain cases, we ask for your express consent before collecting or using your information. We will always ask for your permission to send you marketing communications.

**Legal Compliance:** We may need to collect and use your information to comply with legal obligations, such as tax laws that require us to maintain purchase records.

**Other Business Purposes:** We may lawfully process your personal information for other business purposes that are reasonably necessary and proportionate, including:

- Auditing compliance
  - Ensuring security and integrity
  - Debugging and error correction
  - Internal research and development
  - Quality assurance and safety activities
  - Short-term, transient use including non-personalized advertising
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## **How do we collect information from you?**

We may collect information through various methods, and we may combine information collected via one method with information collected via another to provide you with better service and personalization.

**Websites and Applications:** Through our owned websites, mobile applications, and any platforms we operate on third-party social networks.

**In-Store Interactions:** When you visit our physical retail locations or participate in in-store events.

**Customer Service:** Through phone calls, emails, live chat, or other customer service interactions.

**Text Messaging Programs:** Through opt-in text message programs using short codes we advertise.

**Third-Party Sources:** Occasionally from data aggregators, co-sponsors, social media platforms, or business acquisitions.

**Email Correspondence:** When you contact us directly via email.

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## **What information do we collect from you?**

Depending on how you interact with Douceur Nuage, we may collect various types of information:

**Personal Contact Information:** Name, mailing address, phone number, email address, and similar contact details.

**Payment Information:** Credit card details, billing address, gift card information, and other payment methods.

**Account Login Information:** Customer number, username, password, security questions, and answers.

**Demographic Information:** Date of birth, age range, gender, preferences, geographic location, interests, and lifestyle information.

**Technical Information:** IP address, device type, operating system, browser type, unique device identifiers, and mobile device data.

**Website Usage Information:** Browsing behavior, pages viewed, links clicked, time spent on site, referring websites, and interaction patterns collected through cookies and similar technologies.

**Customer Feedback:** Comments, reviews, testimonials, survey responses, and other voluntary feedback about your experience.

**Customer-Generated Content:** Photos, videos, stories, and other media you upload to our platforms.

**Social Network Information:** Profile information from third-party social networks (like Facebook or Instagram) that you allow to be shared with us or post publicly.

**Purchase History:** Products ordered, transaction details, and shopping preferences.

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## **How do we use your information?**

We use your information for the following purposes:

**Order Fulfillment:** Processing and shipping orders, tracking deliveries, and following up on your satisfaction.

**Account Maintenance:** Managing your accounts, including any loyalty or rewards programs.

**Customer Service:** Responding to inquiries, providing support, and resolving issues.

**Product Improvement:** Developing new products, improving existing ones, and customizing offerings to your needs.

**Personalized Recommendations:** Providing tailored product recommendations, offers, and rewards based on your preferences and purchase history.

**Contests and Promotions:** Administering sweepstakes, giveaways, competitions, and marketing campaigns.

**Marketing Communications:** Sending emails, text messages, push notifications, and postal mailings about new products, events, discounts, and special offers. You can always opt-out of marketing

communications.

**Website Personalization:** Enhancing your browsing experience by remembering preferences, login information, and shopping cart items.

**Community Features:** Providing access to ratings, reviews, Q&A forums, and other user-generated content features.

**Social Networking:** Facilitating interactions with third-party social platforms integrated into our sites.

**Online Advertising:** Working with ad networks to show you relevant ads on our sites and other websites. You can opt-out at [https://www.networkadvertising.org/managing/opt\\_out.asp](https://www.networkadvertising.org/managing/opt_out.asp) or via Global Privacy Control at <https://globalprivacycontrol.org/>.

**Security and Operations:** Maintaining website security, conducting internal research, and supporting day-to-day business operations.

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## **How long do we retain your personal information?**

We retain your information only as long as necessary to fulfill the purposes outlined in this Policy or as required by law. Retention periods are determined based on:

- The duration of our ongoing relationship with you
  - Legal obligations we must fulfill
  - Whether longer retention is required or permitted by law
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## **Do we use cookies and tracking technologies?**

Yes, we use cookies, pixel tags, and similar technologies to enhance your experience. Cookies are small files stored on your device that help us:

- Remember items in your shopping cart
- Maintain your login session
- Personalize content and advertisements
- Analyze how visitors use our site

You can disable cookies through your browser settings, though this may limit certain website features. To opt-out of third-party advertising cookies, visit

[https://www.networkadvertising.org/managing/opt\\_out.asp](https://www.networkadvertising.org/managing/opt_out.asp).

**Web Analytics:** We use services like Google Analytics to understand website usage. To disable Google Analytics, download the browser add-on at <https://tools.google.com/dlpage/gaoptout?hl=en>.

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## **With whom do we share your information?**

We do not sell, rent, or share your data with third parties for business or commercial purposes without your consent. We may share your information in the following situations:

**Service Providers:** Vendors and contractors who help us operate our business (order fulfillment, website hosting, marketing, customer service). They are contractually required to keep your information confidential and use it only for specified purposes.

**Legal Disclosures:** When required by law, court order, or to enforce legal rights, address safety issues, or respond to governmental requests.

**Business Transfers:** In connection with mergers, acquisitions, sales, bankruptcies, or similar corporate events. We will take reasonable steps to ensure your information is handled according to this Policy.

**Corporate Affiliates:** We may share information with our parent company and affiliated brands within our corporate family.

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## **How do we protect your information?**

We implement multiple security measures to protect your information:

**Secure Operating Environments:** Information is stored in secure systems accessible only to authorized personnel on a need-to-know basis.

**Encryption:** Industry-standard encryption protects sensitive financial information during transmission.

**Access Controls:** Additional restrictions, password requirements, and physical security measures based on data sensitivity.

**Your Role:** Choose strong, unique passwords and never share them. On shared computers, always log out and never save login credentials.

Please note that no security system is 100% secure. We encourage you to take precautions when sharing information online.

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## Important Additional Policies

**International Transfers:** This website is intended for US residents. We may transfer your information to other countries where we or our service providers operate. By using our services, you consent to such transfers.

**Children's Privacy:** We do not knowingly collect information from anyone under 16. If we discover we've collected such information, we will delete it promptly or obtain necessary parental consent.

**Third-Party Sites:** We are not responsible for the content or privacy practices of third-party websites or features linked from our platforms.

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## Your Consumer Privacy Rights

We are committed to offering privacy control to all customers, regardless of location. You have the following rights:

**Right to Know:** Request disclosure of:

- Categories of personal information collected
- Sources of collection
- Purposes for collection
- Third parties with whom we share information
- Specific pieces of personal information we hold about you

**Right to Delete:** Request deletion of your personal information, subject to certain legal exceptions.

**Right to Opt-Out:** Opt-out of the sale or sharing of personal information for targeted advertising.

**Right to Non-Discrimination:** We will not discriminate against you for exercising your privacy rights.

**Right to Correct:** Request correction of inaccurate personal information.

**Right to Limit Use of Sensitive Information:** As a general practice, we do not collect sensitive personal information except when necessary to provide requested services.

**Financial Incentives:** We may offer discounts or special offers in exchange for your personal information for marketing purposes. You may unsubscribe at any time.

## How to Submit Your Request

To exercise your privacy rights:

- Use our privacy request webform:
- Call us at: 800-457-8547
- Email us at: [contact@douceurNuage.com](mailto:contact@douceurNuage.com)

We will verify your identity before processing your request and respond within 45 days (or up to 90 days if additional time is needed). You may also designate an authorized agent to submit requests on your behalf.

**California Residents:** Under California's "Shine the Light" law, you may request information about personal data shared with third parties for direct marketing. We do not share personal information for such purposes. To request information, email [contact@douceurNuage.com](mailto:contact@douceurNuage.com).

**Minors:** If you are under 18 and have posted content on our website, you may request removal by contacting [contact@douceurNuage.com](mailto:contact@douceurNuage.com).

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## Contact Us

For questions or concerns about this Privacy Policy:

### **Douceur Nuage**

743 Brick Row

Richardson, TX 75081

800-457-8547

[customercare@douceurNuage.com](mailto:customercare@douceurNuage.com)

[privacy@douceurNuage.com](mailto:privacy@douceurNuage.com)

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*This Privacy Policy was last updated on October 7, 2025. We encourage you to review this Policy periodically for any updates.*