

Privacy Policy

Effective Date: February 19, 2026

Chicago Flower Market (“we,” “our,” or “us”) respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard information when you visit our website, purchase flowers, book services, or use our space.

1. Information We Collect

We may collect the following types of information:

Personal Information, Name, Email address, Phone number, Billing address

Payment details (processed through secure third-party providers), Usage Information

IP address, Browser type, Device information, Website activity logs, On-Site Data, Security camera recordings in common areas (for safety and security purposes)

2. How We Use Your Information

We use collected information to:

Process bookings and memberships, Provide services and customer support, Fulfill purchases, Send confirmations, notices, and updates, Send promotional communications (you may opt out anytime), Maintain safety and security, Improve our services and website, Comply with legal obligations

3. How We Share Information

We do not sell personal information.

We may share information only with:

Payment processors and booking platforms, Service providers assisting operations, Legal authorities when required by law, Insurance or legal representatives if a claim arises, All vendors are required to safeguard your data.

4. Cookies & Tracking

Our website may use cookies or similar technologies to improve functionality and analyze usage. You can modify browser settings to refuse cookies, though some features may not function properly.

5. Data Retention

We retain personal information only as long as necessary to:

Provide services, Maintain business records, Resolve disputes, Comply with legal requirements, Security footage is retained only for a limited period unless needed for investigation.

6. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect information. However, no system can be guaranteed 100% secure.

7. Your Privacy Rights

Depending on your location, you may have rights to:

Request access to your data, Request correction or deletion, Opt out of marketing communications, Requests may be submitted using the contact information below.

8. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their privacy practices.

9. Children's Privacy

Our services are not intended for individuals under 18. We do not knowingly collect information from minors.

10. Changes to This Policy

We may update this Privacy Policy periodically. Updated versions will be posted with a revised effective date.

11. Contact

For privacy questions or requests:

Chicago Flower Market

3808 W North Avenue

Chicago, IL 60647

Email: sk@chiflowermarket.com