

# 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](mailto:sk@chiflowermarket.com)