

PRIVACY POLICY

Cox Printing (United States)

Effective Date: 11th April, 2026

This Privacy Policy (“Policy”) describes how **Cox Printing** (“Company,” “we,” “us,” or “our”) collects, uses, discloses, stores, and protects personal information when you access or use our website, services, and products (collectively, the “Services”).

By using our Services, you consent to the data practices described in this Policy. If you do not agree, you must discontinue use of the Services.

1. Scope of This Policy

This Policy applies to all users of Cox Printing’s website and services, including customers who:

- Place orders for custom printing products
- Upload design files or artwork
- Contact customer support
- Make payments or request services

This Policy does not apply to third-party websites, services, or applications that may be linked from our website.

2. Information We Collect

We collect information necessary to operate our business, fulfill orders, improve services, and comply with legal obligations.

2.1 Information You Provide

We may collect the following personal information directly from you:

- Full name
- Email address
- Phone number
- Billing and shipping address

- Company name (if applicable)
 - Order details and purchase history
 - Customer communications
 - Uploaded artwork, images, text, and design files
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2.2 Payment Information

We may collect payment-related information to process transactions, including:

- Credit/debit card details
- Billing address
- Transaction identifiers

Important: We do not store full payment card details on our servers. Payments are processed through secure third-party payment processors.

2.3 Automatically Collected Information

When you use our website, we may automatically collect:

- IP address
 - Browser type and version
 - Device type and operating system
 - Pages visited and time spent
 - Referring/exit pages
 - Clickstream data
 - Cookies and similar tracking technologies
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2.4 Uploaded Content

As a printing service, we collect content you upload, including:

- Artwork files
- Images, graphics, and logos
- Text and design layouts
- Print specifications

You are solely responsible for ensuring you have legal rights to all uploaded content.

3. How We Use Your Information

We use collected information for legitimate business purposes, including:

- Processing and fulfilling orders
 - Manufacturing custom printed products
 - Shipping and delivery coordination
 - Customer service and support
 - Order verification and proofing
 - Website functionality and improvement
 - Fraud prevention and security monitoring
 - Business analytics and performance improvement
 - Legal compliance and dispute resolution
 - Marketing communications (where permitted by law)
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4. Legal Basis for Processing (Where Applicable)

We may process your information based on:

- Contractual necessity (order fulfillment)
 - Legitimate business interests
 - Legal obligations
 - Customer consent (where required)
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5. Sharing of Information

We may share your information only as necessary for business operations, including:

- Payment processors
- Shipping and logistics carriers
- Print production and fulfillment partners
- IT service providers and hosting platforms
- Customer service and communication tools
- Legal or regulatory authorities when required by law

We do not sell personal information for monetary value.

6. Cookies and Tracking Technologies

We use cookies and similar technologies to:

- Maintain website functionality
- Improve user experience
- Analyze website performance
- Track usage patterns

You may disable cookies in your browser settings; however, some features may not function properly.

7. Data Security

We implement reasonable administrative, technical, and physical safeguards to protect personal information.

However, no method of transmission or storage is 100% secure, and we cannot guarantee absolute security of your data.

8. Data Retention

We retain personal information only for as long as necessary to:

- Fulfill orders and services
- Comply with legal and tax obligations
- Resolve disputes
- Enforce agreements

After retention is no longer required, data may be securely deleted or anonymized.

9. Your Privacy Rights (U.S. Residents)

Depending on your state of residence (including California), you may have rights to:

- Request access to personal information collected
- Request correction of inaccurate data
- Request deletion of personal data (subject to legal exceptions)

- Opt out of marketing communications
- Request disclosure of data sharing practices

To exercise these rights, contact us using the details below.

We may verify your identity before processing any request.

10. Children’s Privacy

Our Services are not intended for individuals under the age of 16.

We do not knowingly collect personal information from children. If we become aware that such data has been collected, we will take steps to delete it.

11. International Users

If you access our Services from outside the United States, you acknowledge that your information may be transferred to and processed in the United States, where data protection laws may differ from those in your jurisdiction.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices, content, or security of external websites.

We encourage users to review third-party privacy policies before providing any information.

13. Do Not Track Signals

Our website does not currently respond to “Do Not Track” signals from browsers.

14. Changes to This Privacy Policy

We reserve the right to modify or update this Privacy Policy at any time. Updates will be posted on this page with a revised effective date.

Continued use of our Services after changes constitutes acceptance of the updated Policy.

15. Limitation of Liability

To the fullest extent permitted by law:

- Cox Printing shall not be liable for unauthorized access, data breaches, or disclosure beyond our reasonable control
- We are not responsible for actions of third-party service providers
- Any liability shall be limited as permitted under applicable law