

Terms and Privacy Policy

Terms of Service

1. Acceptance of Terms

By using our e-commerce platform, you agree to these Terms of Service. If you do not accept them, please refrain from using our services.

2. User Accounts

- You are required to provide accurate and complete account information.
- You are responsible for maintaining the confidentiality of your account credentials and for all activities conducted under your account.

3. SMS Notifications

- By providing your phone number, you consent to receive SMS notifications, including order confirmations, promotional messages, and account updates.
- You may opt out of receiving promotional SMS by replying with a specific keyword (e.g., "STOP") or by contacting customer support. Transactional messages related to your account or orders cannot be opted out of.

4. Prohibited Activities

- You must not use the platform to post false information or engage in unlawful activities.
- Violation of these rules may result in account suspension or termination.

5. Modifications and Termination

We reserve the right to modify these Terms or terminate the service at any time. Changes will be communicated via platform announcements or email notifications.

Privacy Policy

1. Information We Collect

- **Personal Information:** Name, contact details, shipping addresses.
- **Behavioral Information:** Browsing history, purchase records, preferences.
- **Technical Information:** IP address, device identifiers, and geolocation data.

2. SMS Communication

- We may use your phone number to send order confirmations, security alerts, and promotional offers.
- SMS notifications are sent within the limits permitted by applicable laws.

3. How We Use Your Information

- To provide and enhance our services, including personalized recommendations.
- To process transactions and ensure a secure shopping experience.
- To comply with legal requirements, such as tax reporting and fraud prevention.

4. Sharing of Information

We do not sell or rent your personal information. However, we may share it under these circumstances:

- **With Service Providers:** Logistics, payment processors, and marketing partners.
- **For Legal Compliance:** If required by law or to protect user safety.

5. Your Rights

- **Access:** You can request access to your personal data.
- **Correction:** You may update your account information.
- **Deletion:** You can request the deletion of unnecessary data.
- **Opt-Out:** You may unsubscribe from promotional SMS or email communications at any time.

6. Data Security

- We use encryption and other safeguards to protect your information.
- However, no method of transmission or storage is entirely secure, and we cannot guarantee absolute protection.

7. Policy Updates

We may update this Privacy Policy from time to time. The most current version will be available on our platform, and significant changes will be communicated via email or announcements.

8. Contact Us

If you have questions about our Terms or Privacy Policy, please reach out to us:

- Email: support@jekka.ai
- Phone: +1(213) 207-0665