

PRIVACY POLICY

Introduction

Smoke N Memories (“we,” “us,” or “our”) is committed to protecting your privacy and ensuring transparent data practices on <https://smokenmemories.com> (“Site”). We act as the data controller for all personal data collected through this Site and our SMS/A2P messaging services.

Information We Collect

Device & Usage Data

When you visit our Site, we automatically collect Device Information—including browser type, IP address, time zone, cookies, and page interaction data—to detect abuse and improve user experience.

Personal Data You Provide

When you fill out a form, subscribe to newsletters, or interact with our services, we collect data such as your name, email address, mailing address, organization, and telephone number.

SMS Opt-In Data

If you provide your phone number and consent to receive SMS messages, we store your number and associated consent timestamp for A2P compliance.

How We Use Your Information

We process personal data to:

- Deliver our products, services, and support you request.
- Send SMS communications you’ve opted into (e.g., updates, confirmations, promotions).
- Maintain and secure our Site, and analyze performance metrics.
- Comply with legal obligations and enforce our policies.

Text Messaging & Opt-In Consent

By providing your phone number through our Site or via any communication channel, you expressly consent to receive SMS messages from **Smoke N Memories** related to inquiries, service updates, confirmations, reminders, and marketing content. Standard message and data rates may apply.

You must explicitly check the box stating:

“I agree to receive SMS messages from Smoke N Memories. Reply STOP to unsubscribe,” before any messages are sent.

Opt-Out & Help

You can opt out at any time by replying **STOP** to any SMS message, or by contacting us at **Brandon@smokenmemories.com** or via the Privacy Policy page link.

For assistance, reply **HELP** or email **Brandon@smokenmemories.com**.

Data Sharing & Third Parties

We do not sell or rent your personal data. We may share data with:

- **Service Providers:** Third-party vendors who assist with Site hosting, messaging, analytics, or marketing.
 - **Legal Authorities:** When required by law or to protect our rights and safety.
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Cookies & Tracking Technologies

We use cookies, web beacons, and similar technologies to collect Device Information, personalize content, and analyze traffic. You can manage cookie preferences via your browser settings.

International Data Transfers

Your data may be processed on servers located in the United States or other jurisdictions. We use appropriate safeguards (e.g., standard contractual clauses) to ensure lawful international transfers.

Data Retention

We retain personal data only as long as necessary to fulfill the purposes outlined in this Policy, comply with legal obligations, resolve disputes, and enforce agreements. SMS consent records are retained to demonstrate compliance.

Your Rights

Under GDPR (EU residents):

You have the right to access, correct, delete, restrict, and port your personal data, and to object to processing, as well as rights regarding automated decision-making.

Under CCPA (California residents):

You have the right to know, delete, and opt out of the sale of personal information.

To exercise any of these rights, contact **Brandon@smokenmemories.com**.

Security

We implement reasonable administrative, technical, and physical safeguards to protect personal data against unauthorized access, disclosure, alteration, and destruction. However, no method of transmission over the Internet is completely secure.

Legal Disclosures

We may disclose personal data if required by law (e.g., subpoena, court order) or to protect our rights and safety, or that of others.

Updates to This Policy

We may update this Privacy Policy to reflect legal or operational changes. The “Last Updated” date at the top will indicate the revision date. Material changes will be notified via our Site or direct communication.

Contact Us

For questions or to exercise your privacy rights, contact:

 **Brandon@smokenmemories.com**