

Privacy Policy

Effective Date: Feb 27

Sweetwater Package (“we,” “our,” or “us”) is a brand operated by **Shubhyam LLC**. We are committed to protecting your privacy and ensuring transparency in how your information is collected, used, and shared.

1. Information We Collect

We may collect the following information when you interact with our website or services:

- Name (optional)
- Phone number (optional)
- Email address (required for contact)
- Any information submitted through contact forms or purchase activity

2. How We Use Your Information

We use collected information to:

- Respond to inquiries and customer service requests
- Process orders and provide order updates
- Send transactional and service-related messages
- Send marketing communications (only if you opt in)
- Improve our website, services, and customer experience

3. SMS Communications

If you opt in to receive SMS messages, you may receive:

- Order confirmations and updates
- Delivery notifications

- Customer service messages
- Promotional and marketing messages (if separately consented)

Message frequency may vary. Message and data rates may apply.

4. Sharing of Information

We respect your privacy and limit how your data is shared.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service, is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

We may share information with:

- Service providers (e.g., payment processors, delivery services)
- Customer support platforms
- Legal authorities when required by law

5. Data Security

We implement reasonable technical and organizational safeguards to protect your information from unauthorized access, misuse, or disclosure.

6. Your Rights & Choices

You may:

- Opt out of SMS messages at any time by replying ****STOP****
- Request access, correction, or deletion of your data by contacting us

7. Cookies & Tracking

We may use cookies or similar technologies to improve website performance and user experience.

8. Third-Party Links

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

9. Updates to This Policy

We may update this Privacy Policy periodically. Updates will be posted on this page with a revised effective date.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us:

Sweetwater Package (Operated by Shubhyam LLC)

3900 Peachtree Industrial Boulevard

Duluth, GA 30096

Email: snp@sweetwaterpackage.com

Phone: (770) 476-4480