

BYOB Privacy Policy

BYOB "the App" provides customizable product bundling "the Service" to merchants who use Shopify to power their stores. This Privacy Policy describes how personal information is collected, used, and shared when you install or use the App in connection with your Shopify-supported store.

Personal Information the App Collects

When you install the App, we are automatically able to access certain types of information from your Shopify account:

- Read & Modify products, variants, and collections
 - Usage: create new products and variants. Show the collections of a store in the app
- Read & Modify theme templates and theme assets
 - Usage: upload the App custom templates & section files to published or unpublished themes
- Read & Modify discounts
- Read & Modify orders, transactions, and fulfillments
 - Usage: edit order to add new line items with discounts.
 - Store orders info including name, items, order number, Shopify id, currency, line items, total price, total discount, applied discounts, processing methods, status URL, and store
 - Fulfill line items in an order
- Read & Modify store content like articles, blogs, comments, pages, and redirects
 - Usage: show bundles generated by the App as a page or a blog post
- Read & Modify inventory
 - Usage: check if the inventory is correctly changed by the App.

Troubleshooting

Additionally, we collect the following types of personal information from you and/or your customers once you have installed the App:

- Shopify plan
- Timezone
- Country

- Store owner name
- Store owner email

Information about you and others who may access the App on behalf of your store, such as your name, address, email address, phone number, and billing information;

- Name: Benny Chan Hei Cham
- Business Address: 4/F The Mills, 45 Pak Tin Par St, Tsuen Wan, NT, Hong Kong
- Email address: support@ilovebyob.com
- Billing company: Sillycube Technology Ltd.
- Company Phone number: +852 3575 9665

We collect personal information directly from the relevant individual, through your Shopify account, or using the following technologies: “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>. “Log files” track actions occurring on the Site, and collect data including your IP address, browser type, Internet service provider, referring/exit pages, and date/time stamps. “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

How Do We Use Your Personal Information?

We use the personal information we collect from you and your customers in order to provide the Service and operate the App. Additionally, we use this personal information to: Communicate with you; Optimize or improve the App; and Provide you with information or advertising relating to our products or services.

Sharing Your Personal Information

We may share your personal information with the following third parties:

- Helpscout: the helpdesk software
 - Your IP address, browser, location, name, email address
- Sentry/LogRocket: the log tracking software
 - Your customers IP address, location, browser, os, device
- Hotjar: the session recording software
 - Your IP address, browser, location, browser, os, device
- Sendgrid: the email service provider
 - your name, email address

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful requests for information we receive, or to otherwise protect our rights.

Your Rights If you are a European resident, you have the right to access the personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Email: support@ilovebyob.com

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

Data Retention When you place an order through the Site, we will maintain your Order Information for our records (asking for reasons of uninstallation) unless and until you ask us to delete this information.

Changes We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

Contact Us For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at support@ilovebyob.com or by mail using the details provided below:

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