

CHI GRACE DESIGNS

Privacy Policy

Effective Date: April 13, 2026

At Chi Grace Designs, your privacy is not an afterthought — it is a commitment. This Privacy Policy explains how we collect, use, disclose, and protect your personal information when you visit chigracedesigns.com (the "Site") or engage with our services. Please read this policy carefully. By using our Site, you agree to the practices described herein.

1. Information We Collect

1.1 Information You Provide Directly

When you interact with Chi Grace Designs — whether through our contact form, booking consultations, or direct communications — we may collect the following information:

- Full name
- Email address
- Phone number
- Business name and website URL
- Project details and any information you choose to share

1.2 Information Collected Automatically

When you visit our Site, certain information is collected automatically through cookies and analytics tools, including:

- IP address and general geographic location
- Browser type and version
- Pages visited and time spent on each page
- Referring website or source
- Device type (desktop, mobile, tablet)

1.3 Payment Information

Chi Grace Designs does not directly collect or store payment information. All transactions are processed through secure third-party payment processors. Please review their respective privacy policies for details on how your financial information is handled.

2. How We Use Your Information

The information we collect is used solely to serve you better and operate our business professionally. Specifically, we use your information to:

- Respond to inquiries and schedule Discovery Calls
- Deliver web design and brand strategy services
- Send project updates, invoices, and communications related to your engagement
- Improve our website experience and service offerings
- Comply with legal obligations

We do not sell, rent, or trade your personal information to third parties for marketing purposes. Ever.

3. How We Share Your Information

Chi Grace Designs may share your information only in the following limited circumstances:

- Service Providers: Trusted third-party vendors who assist in operating our website or delivering services (e.g., scheduling tools, email platforms, project management software), bound by confidentiality obligations.
- Legal Compliance: When required by law, court order, or governmental authority.
- Business Transfers: In the event of a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.

We require all third parties to respect the security of your personal data and to treat it in accordance with applicable law.

4. Cookies and Tracking Technologies

Our Site uses cookies and similar tracking technologies to enhance your browsing experience and analyze Site traffic. Cookies are small data files stored on your device. You may control cookie settings through your browser preferences; however, disabling certain cookies may affect the functionality of our Site.

We may use the following types of cookies:

- Strictly Necessary Cookies: Required for the Site to function properly.
- Analytics Cookies: Help us understand how visitors interact with our Site (e.g., Google Analytics).
- Preference Cookies: Remember your settings and preferences for a better experience.

5. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes outlined in this Privacy Policy, or as required by law. Client project data is retained for a minimum of three (3) years following project completion for record-keeping and business purposes. You may request deletion of your data at any time, subject to legal retention requirements.

6. Data Security

Chi Grace Designs implements industry-standard security measures to protect your personal information against unauthorized access, alteration, disclosure, or destruction. These measures include encrypted communications, secure hosting infrastructure, and restricted access to client data.

While we take every reasonable precaution, no method of data transmission over the internet is 100% secure. We encourage you to use caution when sharing sensitive information online.

7. Your Rights

Depending on your location, you may have the following rights regarding your personal information:

- Access: Request a copy of the personal data we hold about you.
- Correction: Request correction of inaccurate or incomplete information.
- Deletion: Request deletion of your personal data, subject to legal obligations.
- Opt-Out: Opt out of marketing communications at any time by contacting us or using the unsubscribe link in any email.
- Data Portability: Request that your data be transferred to another service provider where technically feasible.

To exercise any of these rights, please contact us using the information provided in Section 10.

8. Children's Privacy

Chi Grace Designs does not knowingly collect personal information from individuals under the age of 13. Our Site and services are intended for business owners and professionals. If you believe a minor has submitted personal information to us, please contact us immediately and we will take appropriate steps to remove such information.

9. Third-Party Links

Our Site may contain links to third-party websites, including portfolio client sites and social media platforms. Chi Grace Designs is not responsible for the privacy practices of these external sites. We encourage you to review the privacy policies of any third-party sites you visit.

10. Changes to This Privacy Policy

Chi Grace Designs reserves the right to update this Privacy Policy at any time. When we make material changes, we will update the effective date at the top of this document. Your continued use of our Site following any changes constitutes your acceptance of the updated policy. We encourage you to review this page periodically.

11. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us:

Chi Grace Designs

Website: chigracedesigns.com

Email: info@chigracedesigns.com

Phone: 708-365-8376

We are committed to responding to all privacy-related inquiries within 5 business days.