



Privacy and Security

Juuva Enterprises, Inc. values and respects the privacy of its customers and visitors. The purpose of this Privacy and Security Statement is to provide you with information about how Juuva Enterprises, Inc. collects, uses, and shares the information we collect from our customers and visitors. It also describes the choices you can make about our use of your information. Our collection efforts are designed to improve the shopping experience of our customers and to provide customers with relevant information about our products, services, and promotions.

About This Policy

This Privacy and Security Statement describes the privacy practices of Juuva Enterprises, Inc. and its subsidiaries, divisions, affiliates, brands and other Juuva Enterprises, Inc. companies ("Juuva Enterprises, Inc.", "our", or "we"). It applies to our interactions with our customers and visitors, including, but not limited to:

- Use of our websites, including mobile websites
- Use of our applications for mobile phones, tablets or other smart devices
- Phone and email communications.
- Social media interactions on our websites and other third-party websites like Facebook, YouTube, Pinterest, Google+, Instagram and Twitter
- This Privacy and Security Statement does not apply to third-party websites accessible through our websites.
- Information We Collect
- Contact Information

We may collect the names and usernames of our customers and other visitors. Additionally, we may collect your purchase history, billing and shipping addresses, phone numbers, email addresses, and other digital contact information. We may also collect information that you provide us with about others.

Payment Information

When you make a purchase we collect your payment information, including information from your credit or debit card or PayPal account.

Return Information

When you return a product, or request a refund or exchange, you may be asked to provide your name and information that identifies you.

Location Information

If you use our mobile websites, mobile applications, or other smart device applications, we may collect location data obtained from your device. For many devices, you can control how we use your device's location information in the settings menu of your device or via device portals.

Other Information

We may collect any of the information or content that you provide through our website's device applications or online forums. If you use our websites, we collect your IP (Internet Protocol) address and other related information such as the type of browser and operating system you are using. We might also track the pages you visit, look at what website you came from, or what website you visit when you leave us. We collect this information using the tracking tools described in the Our Tracking Techniques section at the bottom of this page. To control those tools, please read the Your Privacy Preferences and Our Tracking Techniques sections.

How Information is Collected

We collect information directly from you. The following are a few examples of when we collect information from you:

During website or survey registration

- In connection with an online purchase
- If you upload or share a photo, submit a request, submit information, or post other digital content through one of our websites, applications or via social media interactions on third party websites like Facebook or Twitter
- If you participate in sweepstakes, contests, promotions, programs, clinics or workshops.

We collect information from you passively. We may use tracking tools like browser cookies, flash cookies, and web beacons. Please see the Our Tracking Techniques section below for more information.

We collect information from Affiliates of Juuva Enterprises, Inc. We may get information about you from a company controlled by, or under, common control with Juuva Enterprises, Inc. (our "Affiliates").

How We Use Information

We use the information we collect for our business purposes, including:

To respond to your questions and requests. Examples include:

- Fulfilling orders, ensuring proper delivery or providing services (such as delivering an electronic copy of your receipt)
- Responding to a product or service review
- To improve our products and services.

We may use your information to make websites, device applications, or product and service improvements.

Looking at website and device application trends and customer interests.

We might use your information to customize your experience with us.

We may collect information about your activities on and interactions with various devices and link that information.

Through such cross-device linking, we can provide you with consistent experience across the devices you use.

For security and loss prevention purposes.

We may use your information to protect our company, our customers, or our websites.

For our marketing.

In certain circumstances, we may send you communications about special Juuva Enterprises, Inc. promotions or offers via email, or other electronic channels, including ads on social media platforms. We may send you emails if you have registered on a website and indicated you want to receive this information.

To communicate with you about your account or our relationship.

We may contact you to tell you about changes to this Privacy and Security Statement, the Terms of Use of our websites or device applications, or changes to any of our programs in which you might be enrolled. We may also tell you about issues with your orders.

For social media.

When you engage with our content on or through third-party social networking websites, plug-ins and applications, you may allow us to have access to certain social media account information (e.g., name, username, email address, gender) as determined by the settings of the social media services to deliver the content or as part of the operation of the website, plug-in or application. Social media platforms may collect information about your use of our services and may notify other users of the platform about your activities on our websites and device applications. Social media services may also use cookies or other technologies to provide services or track your online activities over time and across multiple websites and device applications. Your interactions with social media features are governed by the respective privacy policies of the companies providing the features.

For other uses we may disclose to you.

We may also use personal information with your consent, and as otherwise permitted or required by law.

Information Sharing

We may share your information for our business purposes and as legally required or permitted, including:

With third parties who perform services on our behalf.

We share information with our service providers, such as our delivery service providers who ship and deliver online orders. We might also authorize our service providers to collect information on our behalf. Some service providers may be located outside of the United States. We might also share information with the vendors and manufacturers of our products and services to respond to your reviews and questions.

If we think we must comply with the law.

For example, we will disclose information to respond to a court order or subpoena. We may also disclose information if a government agency or investigatory body requests it.

To protect us.

For example, we will disclose information if we suspect fraud. We will also share information as part of an investigation.

At your direction.

For example, if you ask us to provide your information to a third-party to facilitate the resolution of a dispute.

Your Privacy Preferences

You can register or change your preferences to receive or not receive marketing communications from us by emailing us. Please allow sufficient time for your preferences to be processed. Even if you opt out of receiving marketing messages, we may still contact you for transactional purposes like confirming or following up on an order or service request, responding to customer service inquiries, asking you to review a product or service you have ordered, or notifying you of product recalls or rebates. If you later opt back into getting marketing communications from us, we will remove your information from our opt-out databases.

Registered website users can update their information at the Your Account section of our website.

Our Site and Children

Our websites and device applications are not created for children. To our knowledge we do not collect information online from children under 18. If you are a parent or guardian and think we have information about your child, please email cs@juuva.com. To learn more about how to protect your child online, visit the FTC's www.OnGuardOnline.gov. You may also want to read the helpful information about children and privacy that the FTC provides by clicking [here](#).

Your California Privacy Rights

To exercise your rights, you can email us or write to us at the address below. Mention in your letter that you are making a "California Shine the Light" inquiry. We will respond within 30 days.

Fair Information Practices

The Fair Information Practices Principles form the backbone of privacy law in the United States and the concepts they include have played a significant role in the development of data protection laws around the globe. Understanding the Fair Information Practice Principles and how they should be implemented is critical to comply with the various privacy laws that protect personal information.

CAN-SPAM Act

The CAN-SPAM Act is a law that sets the rules for commercial email, establishes requirements for commercial messages, gives recipients the right to have emails stopped from being sent to them, and spells out tough penalties for violations.

If we collect your email address, it is to:

Send information, respond to inquiries, and/or other requests or questions.

Market to our mailing list or continue to send emails to our clients after the original transaction has occurred.

To be in accordance with CANSPAM, we agree to the following:

Not using false or misleading subjects or email addresses.

Identify the message as an advertisement in some reasonable way.

Include in marketing emails the address of our business or site headquarters.

Monitor third-party email marketing services for compliance, if one is used.

Honor opt-out/unsubscribe requests quickly.

Allow subscribers to unsubscribe by using the link at the bottom of each marketing email.

If at any time you would like to unsubscribe from receiving future marketing emails, you can:

Follow the instructions at the bottom of each marketing email.

Security

When you place orders on our websites, all your order information, including your credit card number and delivery address, is transmitted through the internet using Secure Sockets Layer (SSL) technology. SSL technology causes your browser to encrypt your order information before transmitting it to our secure server. SSL technology, an industry standard, is designed to prevent someone other than operators of our websites from capturing and viewing your personal information.

While we use industry standard means to protect our websites and your information, the internet is not 100% secure. The measures we use are appropriate for the type of information we collect. We cannot promise that your use of our websites or mobile applications will be completely safe. We encourage you to use caution when using the internet. Online access to your personal information is protected with a password you select. We strongly recommend that you do not share your password.

Links

Our websites contain links to third party websites. If you click on one of those links, you will be taken to websites we do not control. This Privacy and Security Statement does not apply to the information practices of those websites. You should read the privacy policies of other websites carefully. We are not responsible for third party websites.

Contact Us

If you have additional questions, you can call us at 1-801-528-1894 or reach us by email at cs@juuva.com

You can write to us at:
Juuva Enterprises, Inc
Attention: Privacy Official Customer Care

Juuva World Headquarters
1156 North 1750 West
Suite 107
Springville, UT 84663

CUSTOMER SERVICE
Phone: 801-528-1894
Hours: 8:00am – 5:00pm MST,
Monday – Friday

Changes to this Privacy and Security Statement Juuva.com

Effective Date: March 21, 2025,
Last Revision Date: May 2018

From time to time, we may change our privacy and site security policies. We will notify you of any material changes to our Privacy and Security Statement by posting an updated copy on our website. Please check our website periodically for updates. Visits and interactions with this site indicate your agreement to abide by our Policies and Terms of Use. This USA site is GDPR compliant.

Revised 3-21-2025.