

Metropolitan Coffee House Privacy Policy

PRIVACY POLICY

Last Updated: March 31, 2025

1. INTRODUCTION

Thank you for choosing Metropolitan Coffee House ("we," "our," or "us"). We are committed to protecting your personal information and your right to privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website, use our mobile application, or engage with our services.

Please read this privacy policy carefully. If you do not agree with the terms of this privacy policy, please do not access our website or use our services.

2. INFORMATION WE COLLECT

2.1 Personal Information You Disclose to Us

We collect personal information that you voluntarily provide to us when you:

- Register on our website
- Place an order
- Sign up for our newsletter
- Participate in promotions or surveys
- Contact our customer service
- Submit a review

This information may include:

- First and last name
- Email address
- Phone number
- Billing and shipping address
- Payment information (credit card numbers, etc.)
- Account preferences

2.2 Information Automatically Collected

When you visit our website or use our mobile application, we automatically collect certain information, including:

- Device information (browser type, operating system, IP address)
- Usage data (pages visited, time spent on pages, click patterns)
- Location data (with your permission)
- Cookies and similar tracking technologies

3. HOW WE USE YOUR INFORMATION

We use your personal information for the following purposes:

- To provide and maintain our services
- To process and fulfill orders
- To communicate with you about purchases, services, and promotions
- To personalize your experience and deliver content relevant to your interests
- To improve our website and services
- To respond to customer service requests
- To send administrative information
- To protect our services and users from fraudulent activity
- To comply with legal obligations

4. DISCLOSURE OF YOUR INFORMATION

We may share your information in the following situations:

- With service providers who perform services on our behalf
- With business partners with your consent
- In connection with business transfers (e.g., merger or acquisition)
- With affiliates or subsidiaries
- To comply with legal obligations
- To enforce our terms, conditions, and policies
- To respond to legal requests and prevent harm

5. YOUR PRIVACY RIGHTS

5.1 Account Information

You can review and change your personal information by logging into your account settings.

5.2 Marketing Communications

You can opt out of receiving marketing emails from us by clicking "unsubscribe" in any email or by contacting us directly.

5.3 Privacy Rights by Region

United States

If you are a U.S. resident, you may have specific state-level rights, including:

- **California Privacy Rights:** Under the California Consumer Privacy Act (CCPA) and the California Privacy Rights Act (CPR), California residents have the right to know what personal information is collected, request deletion of personal information, opt-out of the sale of personal information, and not be discriminated against for exercising these rights.
- **Virginia, Colorado, Connecticut, Utah, and other states** with comprehensive privacy laws provide similar rights to access, delete, correct, and opt-out of processing.

European Economic Area (EEA)

Under the General Data Protection Regulation (GDPR), you have the right to:

- Access your personal data
- Rectify inaccurate personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Withdraw consent

Canada

Under the Personal Information Protection and Electronic Documents Act (PIPEDA) and provincial laws, you have rights to access and correct your personal information.

Other Regions

Please contact us for information about your rights in other regions.

6. DATA SECURITY

We have implemented appropriate technical and organizational security measures to protect your personal information. However, no electronic transmission over the internet or information storage technology can be guaranteed to be 100% secure.

7. COOKIES AND TRACKING TECHNOLOGIES

We use cookies, web beacons, and similar technologies to collect information about your browsing activities and to improve your experience on our website. You can set your browser to refuse all or some browser cookies or to alert you when cookies are being sent.

8. DATA RETENTION

We will retain your personal information only for as long as necessary to fulfill the purposes outlined in this privacy policy unless a longer retention period is required or permitted by law.

9. CHILDREN'S PRIVACY

Our services are not intended for individuals under the age of 16. We do not knowingly collect personal information from children. If we learn we have collected or received personal information from a child without verification of parental consent, we will delete that information.

10. THIRD-PARTY WEBSITES

Our website may contain links to third-party websites. We have no control over and assume no responsibility for the content, privacy policies, or practices of any third-party sites or services.

11. UPDATES TO THIS POLICY

We may update this privacy policy from time to time. The updated version will be indicated by an updated "Last Updated" date. We encourage you to review this privacy policy frequently to be informed of how we are protecting your information.

12. CONTACT US

If you have questions or comments about this policy, or if you would like to exercise your rights, please contact us at:

Metropolitan Coffee House
7 Kings Highway New Rochelle, NY 10801
Email: info@metrocoffeehouse.com
Phone: 212-814-4352