



WINE  
AMBASSADOR

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## PRIVACY POLICY

Updated 05/10/18

### PRIVACY

We keep all our customer information confidential. We do not sell, share, or divulge any information to third parties. We may email you, or our third party service contractors may email you our promotional material at certain times to only our customers in an effort to present new selections, and/or inform customers of upcoming events we believe would be of interest. To be removed from any mailing list at any time contact Customer Care at 888-540-7656. Or using the “Remove” feature contained in any of our emails.

**Communications.** We use a customer’s name, mailing address, email address and telephone number for the following limited purposes:

- Sending emails for informational and operational purposes, such as account management or system maintenance;
- Monitoring and ensuring customer satisfaction, including troubleshooting problems and resolving disputes;
- Keeping you informed of new products and promotions at Wine Ambassador; and
- Sending you Wine Ambassador newsletters.

**Aggregate Data.** We may anonymize and aggregate data collected through the Service and use it for any purpose. For example, we may aggregate usage and transaction information to provide product recommendations to Website users.

**Promoting Wine Guides.** Wine Ambassador may, from time to time, publish a Wine Guide’s Personal Information (for example, name, photograph, sales results and achievements) to recognize the Wine guide’s achievements and help motivate other Wine Ambassadors. These promotions will not contain Personal Information about customers.

### Cookies and Similar Technology

We and our third party service providers, such as advertising networks and analytics service providers, may collect anonymous information automatically through the use of “cookies” and similar technology. The service providers also may collect information about your online activities over time and on other websites or apps. Cookies are small pieces of information that are stored by your browser on your computer’s hard drive to collect information about your activities on our Website.

Cookies do not contain any Personal Information. We use cookies to collect and store information for statistical purposes, including browsing and Service usage activity, and to improve the services we provide. For example, if you are a registered user, we will use a cookie to save your Service settings and to provide customizable and personalized services. Cookies also enable you to select products, place them in your shopping cart and purchase the items. If you select and purchase products on the Service, we keep a record of your browsing activity and purchases. Most browsers allow you to refuse cookies from websites or to remove cookies from your hard drive. If you choose to do this, you may not be able to access or use portions of the Website.

**Security** If you place an order via our secure server, all your personal information is encrypted before it is transmitted over the Internet. We retrieve your order from our server, also via a secure connection. If you prefer not to enter your credit card online, you can call and order at 888-540-7656.

**Social Plug-Ins.** The Website may allow you to use social media plug-ins, such as Facebook’s “like” or Twitter’s “tweet” functions. The social media plug-ins collect information about you, such as your IP address, when you use them. The privacy policies of the social media services, and not this Privacy Policy, apply to any data collected by the social media plug-ins.

**Social Media Pages.** We may collect information about you when you visit our social media pages or other features. The social media website provider may provide us with information, including Personal Information, such as your name, email address, and other information made available to us.

**Customer Support.** We may collect Personal Information through your communications with our customer-support team.

**As Required By Law and Similar Disclosures.** We may access, preserve, and disclose collected information, if we believe doing so is required or appropriate to: comply with law enforcement requests and legal process, such as a court order or subpoena; respond to your requests; or protect your, our, or others’ rights, property, or safety.

**Corporate Changes.** We reserve the right to transfer Personal Information in the event Wine Ambassador acquires or merges with or is acquired by another company or during other corporate changes. Any information disclosed as a result of one of these events or other corporate changes will be subject to the Privacy Policy in effect at the time.

**Returns and Refusals.** If you wish to return a product or refuse delivery of a shipment, your account will be credited upon receipt of the returned items less the original and return shipping cost. If you wish to have the shipment sent out again to the same or different address, applicable shipping rates will apply.

**Refunds.** Credit card refunds typically take 3-5 business days to process dependent upon your financial institutions processing policy. Check refunds will usually be processed by Wine Ambassador or the local licensee within 10 business days and then mailed via USPS.

**Shipping Policy** Your Order will be forwarded to a designated licensee who is authorized to sell the products in your state. The designated licensee will reject your offer to purchase or will accept the offer to purchase and fulfill the order. Any sale made by a designated licensee will be subject to applicable local and state laws and sales taxes, as well as shipping and handling charges.

**Age Policy** By placing an order, you authorize us to act on your behalf to engage a common carrier to deliver your order to you. WINES MAY BE SOLD ONLY TO PERSONS WHO ARE AT LEAST 21 YEARS OLD, WHO ARE USING THE PRODUCTS FOR PERSONAL USE AND NOT FOR RESALE AND ARE NOT INTOXICATED AT THE TIME OF DELIVERY. BY PLACING YOUR ORDER, YOU REPRESENT TO US THAT YOU ARE AT LEAST 21 YEARS OLD. When your wine is delivered to you, you will be required to show identification proving that you are at least 21 years old. All orders legally require: Drivers License, Military, Passport, or State ID.

**How To Contact Us** Your questions and comments are always welcome. Please feel free to email us at anytime by using our “Contact Us” email form or call our customer service line at 888-540-7656.