ROOM8

Privacy Policy

Effective Date: October 9, 2026 | Last Updated: October 16, 2026

1. Introduction

Room8 (“Room8,” “we,” “us,” or “our”) is an online retailer based in Danville, California, United States. We sell bedroom furnishings, decorations, lighting, and related products, including through digital room visualizations. This Privacy Policy explains how we collect, use, disclose, retain, and protect personal information when you browse our site, create an account, purchase products, or contact us. For privacy requests, email room8big@gmail.com.

2. Information We Collect

Account information. When you register, we may collect your name, email address, account login credentials, saved addresses, preferences, and order history.

Order information. When you purchase products, we collect your name, contact details, shipping and billing addresses, products and quantities ordered, transaction details, shipment tracking, and return or refund information.

Payment information. We use Stripe to process payments. Stripe handles payment credentials under its own privacy practices (https://stripe.com/privacy). Room8 receives payment status, transaction identifiers, and details necessary to manage orders and refunds. We do not intend to store full payment-card numbers or security codes on our own servers.

Technical information. Our custom website and infrastructure providers may process IP addresses, browser and device information, requested pages, access times, technical logs, cookies, and session identifiers necessary for functionality and security.

Communications. If you contact us, we collect your messages, contact information, and relevant order references to respond and provide support.

3. How We Use Information

We use information to establish and maintain accounts; authenticate users; process payments, orders, shipping, returns, and refunds; send transactional notices; provide support; operate and secure the website; prevent fraud; maintain tax and accounting records; comply with legal obligations; and resolve disputes. We do not currently send promotional emails or use behavioral advertising trackers.

4. Independent Supplier Fulfillment

When you place an order with Room8, we may purchase the item from an independent supplier. We share the shipping name, address, telephone number if needed, selected products, quantities, and relevant delivery instructions with suppliers and logistics providers so they can deliver your order directly to you. Some suppliers and carriers operate outside the United States, including in China. We do not share full payment-card details with these suppliers.

5. Other Disclosures and Service Providers

We may disclose necessary information to Stripe for payment processing; independent suppliers and fulfillment partners; shipping carriers; our website hosting, database, authentication, and security providers; and transactional email services. We may also disclose information to advisers, regulators, or authorities when permitted or required by law, or in connection with a business transfer. We do not currently sell personal information to data brokers or use it for cross-context behavioral advertising.

6. Cookies and Tracking

We currently intend to use only essential cookies or similar technologies for login sessions, shopping carts, checkout, fraud prevention, and security. We do not currently use Google Analytics, Meta Pixel, or comparable marketing trackers. You can manage cookies in your browser, although blocking essential cookies may prevent site features from functioning. We do not use cross-site behavioral advertising, and we will honor legally applicable privacy preference signals where required. These descriptions must be checked against the live website and its third-party integrations.

7. Customer Accounts

Accounts may store names, contact information, preferences, saved addresses, and purchase history. To request account access, correction, or deletion, contact room8big@gmail.com. We may verify your identity before fulfilling a request. Deleting an account may not require deletion of transaction information that we must retain for refunds, fraud prevention, accounting, disputes, or legal compliance.

8. Transactional Communications

We send order confirmations, payment receipts, shipping updates, cancellation and refund notifications, account-security messages, and responses to customer requests. We do not currently send marketing newsletters or promotional emails. If this changes, we will update our practices and provide required choices.

9. International Customers and Transfers

We accept orders from the United States and other countries. Information may be processed in the United States and in countries where our suppliers, carriers, or service providers operate. Applicable privacy protections differ by jurisdiction. Where required, we will adopt appropriate legal safeguards and provide jurisdiction-specific notices or rights.

10. Data Retention

We retain account information while reasonably needed to maintain accounts and provide services, and order, payment, support, and related records as needed for fulfillment, returns, tax, accounting, fraud prevention, disputes, and legal obligations. Technical logs and session data may be retained for shorter operational periods. When retention is no longer justified, we take appropriate steps to delete or de-identify information.

11. Data Security

We use reasonable measures appropriate to the personal information and risks involved, including protections for accounts and payment integrations. Stripe processes payment information through its own systems. No internet service can guarantee complete security. Contact room8big@gmail.com if you suspect unauthorized account activity.

12. Privacy Rights and Choices

Depending on where you reside and which laws apply to Room8, you may have rights to access, correct, delete, or receive a copy of personal information; object to or restrict certain processing; withdraw consent; or complain to a regulator. To submit a request, email room8big@gmail.com. We may reasonably verify identity and will respond as applicable law requires. Some requests are subject to legal exceptions, including required record retention.

13. Children's Privacy

Room8 is a general-audience retail website and is not directed to children under 13. We do not knowingly collect personal information from children under 13 without legally required authorization. If you believe a child has supplied such information, contact room8big@gmail.com so we can address the matter as required by law.

14. Third-Party Websites

Our website may link to independent third-party websites. Those sites have their own privacy practices, which we do not control. Review their policies before sharing information.

15. Changes to This Policy

We may revise this Privacy Policy as our operations, technology, or legal obligations change. We will update the Last Updated date and provide additional notice or seek consent when required by law.

16. Contact Us

Room8 | Danville, California, United States | Email: room8big@gmail.com | Website: Room8 official online store (domain pending).