

Privacy Policy

1. Information We Collect

We collect and store personal data provided by users to enhance customer support, promotional activities, and community engagement. This includes:

- Name and email address
- Amazon order number (for customer support purposes)
- Purchase date
- Any additional details voluntarily provided by the user in inquiries or feedback

We do **not** collect payment information, financial data, or sensitive personal details beyond what is required for customer service purposes.

2. Data Usage & Protection

1. **Internal Use Only:** Your data is strictly used to provide customer support, process promotional benefits, and improve our services.
 2. **No Third-Party Distribution:** We do not sell, rent, or share user data with third parties, including Amazon, except when legally required by authorities.
 3. **Security Measures:** We implement industry-standard security protocols to protect your data. However, we cannot guarantee absolute security due to inherent risks associated with online communications.
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3. User-Generated Content & Promotional Rights

1. **Content Submission:** Users who submit reviews, photos, or feedback agree to grant **Engi Products a non-exclusive, royalty-free, worldwide license** to use such content for marketing purposes, including but not limited to **social media, advertisements, and website promotions**.
 2. **No Compensation:** Engi Products is not obligated to compensate users for submitted content used in promotions.
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4. User Rights & Data Requests


1. **Access & Deletion Requests:** Users may request access to their stored data or request deletion by contacting **s@engiproducts.com**.
 2. **Processing Time:** All data requests will be addressed **within six (6) business days**, subject to identity verification requirements.
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5. Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Users will be notified of significant changes through the Website. Continued use of our services after modifications implies acceptance of the updated policy.

6. Contact Information

For any privacy-related inquiries, contact us at:

 **Email:** s@engiproducts.com

 **Website:** www.engiproducts.com