**Privacy Policy & Refund Policy (Mock Document)**

**Last Updated:** [DD/MM/YYYY]
**Company Name:** [Your Company Name]
**Website/Application:** [Your Website or App Name]

---

## 1. Privacy Policy

### 1.1 Introduction

[Your Company Name] respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and protect your information when you use our services.

---

### 1.2 Information We Collect

We may collect the following types of information:

- **Personal Information**: Name, email address, phone number, shipping address

- **Account Information**: Username, login credentials (encrypted)

- **Transaction Information**: Purchase history, order details

- **Technical Information**: IP address, browser type, device information

- **Communication Data**: Messages, support requests, feedback

---

### 1.3 How We Use Your Information

We use collected information to:

- Process orders and payments

- Provide customer support

- Improve our services and user experience

- Send important updates or service notifications

- Prevent fraud and ensure platform security

## 1.4 Data Sharing

We **do not sell or rent** your personal data. We may share data only with:

- Payment processors

- Shipping partners

- Legal authorities when required by law

All third parties are required to protect your data.

## 1.5 Data Security

We implement technical and organizational measures to protect your data, including:

- Encryption

- Secure servers

- Restricted access controls

Despite these measures, no system is 100% secure.

## 1.6 Your Rights

You have the right to:

- Access your personal data

- Request correction or deletion

- Withdraw consent

- Request data portability

Requests can be made via: **[support@email.com]**

## 1.7 Changes to This Policy

We may update this Privacy Policy at any time. Changes will be posted on our website.

## 2. Refund Policy

### 2.1 Overview

At [Your Company Name], customer satisfaction is important to us. This Refund Policy outlines the conditions under which refunds may be issued.

### 2.2 Eligibility for Refunds

You may be eligible for a refund if:

- The product is defective or damaged
- The wrong item was delivered
- The service was not provided as described

### 2.3 Non-Refundable Items

The following are **not eligible** for refunds:

- Digital products after download/access
- Services already completed
- Promotional or discounted items (unless defective)

### 2.4 Refund Request Process

To request a refund:

1. Contact us at **[support@email.com]**
2. Provide order number and reason for refund
3. Submit request within **[X] days** of purchase

### 2.5 Refund Processing

- Approved refunds will be processed within **[7–14] business days**

- Refunds will be issued to the original payment method

---

**2.6 Exchanges**

If applicable, exchanges may be offered instead of refunds for eligible items.

---

**2.7 Policy Changes**

We reserve the right to update or modify this Refund Policy at any time.

---

**3. Contact Information**

If you have questions about this Privacy or Refund Policy, contact us at:

- **Email:** [support@email.com]

- **Phone:** [Your Phone Number]

- **Address:** [Business Address]