

Privacy Policy

Last Updated: 24th October 2025

The Vanilla Shop (operated by **Agroventures Exports (Pvt) Ltd**, located at **No. 48, Sir Marcus Fernando Mawatha, Colombo 07, Sri Lanka**, ("we", "our", "us"), is committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit or make a purchase from <https://thevanillashop.lk/> (the "Website").

1. Information We Collect

We may collect the following types of information:

1.1 Personal Information

Provided voluntarily by you:

- Full Name
- Delivery Address & Billing Address
- Email Address
- Phone Number
- Payment Details (processed securely through payment gateways — we do *not* store card numbers)

1.2 Automatically Collected Information

When you browse our Website, we may automatically collect:

- IP address
- Device & browser type
- Pages viewed & browsing behavior
- Cookies and analytics data

This helps us improve Website performance and user experience.

2. How We Use Your Information

We use your information to:

- Process and deliver your orders
 - Verify payments
 - Provide customer support
 - Improve our Website and product offerings
 - Send order updates and promotional messages (only if you opt-in)
 - Maintain security and prevent fraudulent activities
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3. Sharing Your Information

We **do not sell or rent** customer information.

However, we may share data with trusted third-party service providers such as:

- Payment processors (e.g., banks, online payment gateways)
- Delivery and courier services
- IT, hosting, and website management services
- Marketing platforms (only if you subscribe to our mailing list)

All third parties are obligated to protect your data.

4. Cookies & Tracking Technologies

We use cookies to:

- Keep your shopping cart active
- Remember your preferences
- Improve site performance and personalization

You may disable cookies in your browser settings, but some Website features may not function properly.

5. Data Security

We use secure hosting, encryption, firewall systems, and access controls to protect your data. However, no method of digital transmission is fully guaranteed; users share information at their own risk.

6. Data Retention

We keep your information only as long as necessary to:

- Fulfill your orders
 - Meet legal, tax, and accounting requirements
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7. Your Rights

You may:

- Request access to the personal data we hold
- Request correction of inaccurate data
- Request deletion (where legally permitted)
- Opt-out of marketing communications at any time

Contact us at info@thevanillashop.lk for such requests.

8. Children's Privacy

We do not knowingly collect personal information from persons under 16 years of age.

9. Changes to This Policy

We may update this Policy occasionally.

The latest version will always be available on our Website.

10. Contact Us

For privacy-related questions:

Email: info@thevanillashop.lk

Company: Agroventures Exports (Pvt) Ltd

Address: No. 48, Sir Marcus Fernando Mawatha, Colombo 07, Sri Lanka