

Privacy Policy

Last updated: June 30, 2026

This policy explains how ProScrubs collects, uses, protects, and shares personal information when customers use the website, contact us, or place an order.

1. Information We Collect

We may collect information that you provide directly, including:

- full name
- email address
- phone number
- billing address
- delivery address
- account login details
- order information
- product preferences
- form submissions
- customer-support messages
- return or exchange details

We may also collect technical information automatically, such as:

- IP address
- browser type
- device type
- operating system
- pages visited
- referral source
- approximate location
- date and time of access
- cookie and analytics information

2. How We Use Your Information

We may use personal information to:

- process and manage orders
- confirm payments
- arrange shipping and delivery
- provide order updates
- manage returns and exchanges

PROSCRUBS

- respond to customer questions
- maintain customer accounts
- prevent fraud or misuse
- improve website performance
- understand product and website usage
- send marketing communications where permitted
- comply with legal, accounting, and administrative obligations

3. Orders and Payments

When you place an order, we collect the information needed to process the purchase and arrange delivery.

Payment details may be handled directly by third-party payment providers. ProScrubs may not receive or store complete card or banking credentials.

Payment providers may process information according to their own privacy policies and security procedures.

4. Shipping and Delivery

We may share relevant order information with courier or delivery providers, including:

- customer name
- delivery address
- phone number
- order reference
- delivery instructions

This information is shared only as required to complete delivery and provide order support.

5. Contact and Newsletter Forms

When you submit a contact form, we may collect your name, email address, phone number, subject, and message.

When you subscribe to the newsletter, we collect your email address for product updates, announcements, and promotional communications.

You may unsubscribe from marketing emails at any time by using the unsubscribe option provided in the email or by contacting us.

6. Cookies

The website may use cookies and similar technologies to:

- keep the website functioning correctly
- remember user preferences
- maintain shopping-cart activity
- support login sessions
- improve performance

PROSCRUBS

- measure website traffic
- understand how visitors use the website

You may control or delete cookies through your browser settings. Disabling certain cookies may affect website functionality.

7. Analytics

We may use analytics tools to understand website traffic, page performance, visitor behavior, and technical issues.

Analytics information may include device, browser, visit duration, pages viewed, and general location information.

Where possible, this information is used in aggregated or non-identifying form.

8. Third-Party Services

The website may use third-party providers for services such as:

- hosting
- payment processing
- courier and delivery services
- email delivery
- analytics
- spam protection
- security
- backups
- social media
- website plugins

These providers may process information only as required to perform their services and may be subject to their own privacy policies.

9. Information Sharing

We do not sell or rent customer personal information.

We may share information:

- with service providers needed to operate the website
- with payment processors
- with courier companies
- where required by law
- to prevent fraud or security threats
- to protect ProScrubs, customers, or third parties
- during a business transfer, restructuring, or acquisition

10. Data Security

We take reasonable administrative and technical steps to protect information from unauthorized access, misuse, alteration, loss, disclosure, or destruction.

PROSCRUBS

However, no website, internet transmission, or storage system can be guaranteed to be completely secure.

Customers are responsible for protecting their account passwords and notifying ProScrubs if unauthorized account activity is suspected.

11. Data Retention

We retain personal information only for as long as reasonably necessary for:

- order fulfilment
- customer support
- returns and refunds
- accounting
- tax records
- fraud prevention
- legal obligations
- dispute resolution

Information that is no longer required may be deleted, anonymized, or securely archived.

12. Customer Rights and Choices

You may contact us to request:

- access to personal information held about you
- correction of inaccurate information
- deletion of information where appropriate
- withdrawal from marketing communications
- clarification about how information is used

Some information may need to be retained where required for legal, accounting, fraud-prevention, or transaction-record purposes.

13. Children's Privacy

The ProScrubs website is not intended for children to make purchases without the involvement of a parent or legal guardian.

We do not knowingly collect personal information from children for independent commercial use.

14. External Links

The website may contain links to external websites or third-party platforms.

ProScrubs is not responsible for the privacy practices, security, or content of external websites. Customers should review the privacy policy of each external service they use.

15. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes to website features, new service providers, business changes, legal or regulatory requirements, and security or operational improvements.

PROSCRUBS

The latest version will be published on the website with the updated date.

16. Contact Us

For privacy-related questions or requests, contact:

Email: theproscrubs@gmail.com

Website: [Insert final website address]

Important: Replace the placeholder website address before publication and review this document whenever the website, payment methods, service providers, or legal requirements change.