

Privacy Policy for PRP Fulfillment

Last updated: August 13, 2026

This Privacy Policy describes how **PRP Fulfillment** ("the App", "we", "us", or "our") collects, uses, and discloses personal information when you install or use the App in connection with your Shopify-powered store.

By installing the App, you agree to the collection and use of information in accordance with this policy.

1. Personal Information the App Collects

When you install the App, we automatically gain access to certain types of information from your Shopify account via Shopify's APIs.

Information Collected From Merchants (You):

- **Shop Details:** Your Shopify shop domain, shop name, and primary merchant email address.

Information Collected From Customers/Buyers (Your Customers):

To provide fulfillment services, your store shares customer data with us using Shopify API permissions. We collect and permanently store the following information about your customers:

- **Fulfillment Order Details:** Order line items, quantities, and fulfillment status.
 - **Delivery Information:** Customer names, shipping addresses, phone numbers, and email addresses.
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2. How We Use Personal Information

We use the collected personal information strictly to provide and improve our fulfillment services, including:

- Adding and managing custom fulfillment locations within your Shopify store.
- Reading, tracking, and updating assigned fulfillment orders.
- Creating, modifying, and completing fulfillments for your customers.

- Communicating with you regarding app performance, system updates, or support requests.
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3. Data Retention

Unlike apps that temporarily cache data, **PRP Fulfillment permanently stores customer delivery details (including names and shipping addresses) on our external servers.** We retain this data to maintain long-term historical records of fulfillments, manage ongoing logistics, and provide you with accurate order tracking history.

4. Sharing and Disclosure of Personal Information

We do not sell, rent, or trade your personal information or your customers' personal information to third parties. We only share information with third-party service providers (such as data hosting platforms or physical shipping carriers) who help us operate the fulfillment service, subject to strict confidentiality agreements.

We may also disclose information to comply with applicable laws and regulations, to respond to a subpoena, or to otherwise protect our rights.

5. Shopify Mandatory Webhooks and Compliance

The App fully supports and complies with Shopify's mandatory privacy webhooks regarding General Data Protection Regulation (GDPR) and California Consumer Privacy Act (CCPA) requirements:

- **Customer Data Requests (customers/data_request):** If a customer requests to view the data your shop stores about them, we will assist you in providing the permanently stored delivery data we hold.
 - **Customer Data Erasure (customers/redact):** If a customer requests that their personal data be deleted, we will permanently purge their address and personal details from our servers upon receiving Shopify's webhook.
 - **Shop Data Erasure (shop/redact):** 48 hours after you uninstall the App, Shopify triggers a webhook requesting the deletion of your shop data. We will delete all your merchant account details from our systems accordingly.
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6. Your Rights (For European and California Citizens)

If you or your customers are residents of the European Economic Area (EEA) or California, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

7. Changes to This Policy

We may update this privacy policy from time to time to reflect changes to our practices or for other operational, legal, or regulatory reasons.

8. Contact Us

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at:

DTC@precisionpressing.com

Precision Record Pressing

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