\*Privacy Policy

This Privacy Policy is a part of our Terms of Service. By using this site or our online store, you agree to be bound by and comply with this Privacy Policy and our Terms of Service.

SECTION 1 – AGE RESTRICTIONS ON ACCESS AND PURCHASES

You must be at least 18 years old to access this site. If you are under 18 years old you are not permitted to use this site for any reason. You must be of legal age required by the state or province you are in to purchase our products. It is your responsibility to know whether you are legally able to purchase our products.

SECTION 2 - WHAT INFORMATION DO WE GATHER AND WHAT DO WE DO WITH IT?

When you purchase something from our store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address and order history. We also use cookies, web beacons or other tools that collect information that make it easier to use our store and our site.

When you visit our site, some information is automatically collected. This may include information such as the Operating System (OS) running on your device, Internet Protocol (IP) address (which may be used to obtain your geolocation), access times, browser type, and language, and the website you visited before our site. We also collect information about how you use our site, including the elements you have interacted with, metadata and other details about these elements, change states and other user actions.

Email marketing: By providing us with your email address, you are giving us permission to send you emails about our store, new products, new brands under the Charlotte’s Web portfolio and other updates. You have the opportunity to unsubscribe from these emails at any time by clicking the “Unsubscribe” button included at the bottom of each email.

How we use your information. In general, we use the information we collect primarily to provide, maintain, protect and improve our current site and products and to develop new products and brands. We use personal information collected through our site as described below and described elsewhere in this Policy to:

Facilitate the creation of and securing of your Account on our network;

Identify you as a user in our system;

Improve our products, site, and how we operate our business;

Understand and enhance your experience using our site and products;

Provide and deliver the products and services you request;

Respond to your comments or questions and for our Support team to provide service about Charlotte’s Web and/or other brands within the Charlotte’s Web portfolio of brands;

Send you related information, including confirmations, invoices, technical notices, updates, security alerts and support and administrative messages;

Communicate with you about promotions, upcoming events and news about products and services offered by Charlotte's Web, brands within the Charlotte’s Web portfolio of brands and our selected partners, and for other marketing purposes of Charlotte's Web;

Link or combine your information with other information we get from third parties to help understand your needs and provide you with better service; and

Protect, investigate and deter against fraudulent, unauthorized or illegal activity.

SECTION 3 - CONSENT

How do you get my consent?

By providing us with personal information to complete a transaction, placing an order, arranging for a delivery or returning a purchase you are consenting to our collecting and using your information (your credit card information is discussed in Section 4 below).

How do I withdraw my consent?

You may withdraw your consent for us to contact you by clicking the “Unsubscribe” button included at the bottom of each email or contacting us at info@charlottesweb.com or mailing us at: