

Privacy Policy

Effective Date: 5/17/2025

BUKS Food Hub ("we," "us," or "our") is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website <https://buchsfoodhub.com> or use our services.

1. Information We Collect

a. Personal Information

We may collect personal information that you voluntarily provide to us when you register on the website, place an order, subscribe to our newsletter, or contact us. This information may include:

- Full Name
- Email Address
- Phone Number
- Billing and Shipping Address
- Payment Information (processed securely via third-party payment processors)

b. Non-Personal Information

We may collect non-personal information about you automatically when you access the website, including:

- IP Address
- Browser Type
- Operating System
- Access Times
- Pages Viewed
- Referring Website Addresses

c. Cookies and Tracking Technologies

We use cookies and similar tracking technologies to enhance your experience on our website. You can choose to disable cookies through your browser settings.

2. How We Use Your Information

We use the information we collect to:

- Process and fulfill your orders
 - Communicate with you about your orders and inquiries
 - Send promotional emails (if you have opted in)
 - Improve our website and customer service
 - Prevent fraudulent transactions
 - Comply with legal obligations
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3. Sharing Your Information

We do not sell, rent, or lease your personal information to third parties. We may share your information with:

- Service Providers: Third-party vendors who assist in payment processing, shipping, and marketing
 - Legal Authorities: When required by law or to protect our rights
 - Business Transfers: In the event of a merger, acquisition, or sale of assets
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4. Data Security

We implement appropriate technical and organizational measures to protect your personal information. However, no method of transmission over the Internet is 100% secure, and we cannot guarantee absolute security.

5. Your Rights

Depending on your location, you may have the following rights regarding your personal information:

- Access to the personal data we hold about you
- Request correction or deletion of your personal data

- Object to or restrict our processing of your data
- Withdraw consent at any time

To exercise these rights, please contact us at info@buchsfoodhub.com.

6. Children's Privacy

Our website is not intended for children under the age of 13. We do not knowingly collect personal information from children.

7. International Data Transfers

If you are accessing our website from outside the United States, please be aware that your information may be transferred to, stored, and processed in the United States.

8. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. We will notify you of any changes by posting the new policy on this page with an updated effective date.

9. Refund & Return Policy

Due to the nature of our products, we do not offer refunds on grocery items unless they arrive damaged.

To request a return:

Please email us at info@buchsfoodhub.com

Include your receipt or proof of purchase.

Return shipping is at the customer's expense.

Returns must be approved in advance.

Damaged or Wrong Items:

Inspect your order upon delivery. If items are damaged or incorrect, contact us immediately.

Non-Returnable Items:

- Perishable goods
- Sale items

Refunds:

Approved returns will be refunded to the original payment method.

Questions? Contact info@buchsfoodhub.com

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at:

BUKS Food Hub

5171 W Campbell Ave

Kent, Utah 53127

United States

Email: info@buchsfoodhub.com

Phone: +1 (346) 464-3514