

Effective Date: [1st/Jan/2026]

Viroh Store Kenya ("we", "our", "us") operates the website **virohstore.com**. We are committed to protecting your privacy and ensuring that your personal information is handled in a safe and responsible manner. This Privacy Policy explains how we collect, use, store, and protect your information when you visit or make a purchase from our website.

1. Information We Collect

When you visit or use our website, we may collect the following types of information:

a) Personal Information

- Full name
- Phone number
- Email address
- Delivery address
- Billing details (where applicable)

b) Order & Transaction Information

- Products purchased
- Order history
- Payment method used (we do **not** store card or mobile money PIN details)

c) Technical Information

- IP address
- Browser type and device information
- Pages visited and time spent on the website

2. How We Use Your Information

We use your information to:

- Process and fulfill orders
- Arrange delivery and communicate order updates
- Respond to customer inquiries and support requests
- Improve our website, products, and services

- Send order confirmations and service-related messages

We do **not** sell, rent, or trade your personal information to third parties.

3. Payments & Security

Payments made on Viroh Store Kenya are handled through secure payment channels. We do not store sensitive payment information such as debit card numbers, credit card details, or mobile money PINs.

We implement reasonable security measures to protect your personal information from unauthorized access, loss, or misuse.

4. Sharing of Information

We may share your information only when necessary:

- With delivery partners to complete order delivery
- When required by law or legal processes

All third parties we work with are required to respect the confidentiality of your information.

5. Cookies

Our website may use cookies to enhance your browsing experience. Cookies help us understand how customers use our site and allow us to improve functionality. You can choose to disable cookies through your browser settings.

6. Data Retention

We retain your personal information only for as long as necessary to fulfill orders, comply with legal obligations, and resolve disputes.

7. Your Rights

You have the right to:

- Request access to your personal information
- Request correction of inaccurate data
- Request deletion of your personal information (subject to legal requirements)

To exercise these rights, contact us using the details below.

8. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices or content of those websites.

9. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated effective date.

10. Contact Information

If you have any questions about this Privacy Policy or how we handle your data, please contact us:

Viroh Store Kenya

Website: virohstore.com

Email: info@virohstore.com

Phone: 0715054151

By using our website, you agree to the terms of this Privacy Policy.