

GridPlus Inc. Store Privacy Note

GridPlus utilizes Shopify for creating and storing order information. When a user fills a shopping cart and checks out on gridplus.io, he is redirected to Shopify where he enters his personal information (including name, address, and payment information). This personal information is stored securely by Shopify, but it is viewable by GridPlus indefinitely unless action is taken to request its removal.

GridPlus aims to regularly request that Shopify remove personal customer information on all orders. This action must be taken manually on an individual order using the Shopify web interface, so delays in request may occur if there is a high volume of orders or if GridPlus is otherwise delayed. It is important to note that GridPlus cannot directly remove data from Shopify and can only request that a customer's data be deleted; the final authority on the removal of data is Shopify. It is also important to note that per Shopify's restrictions, the data will not be removed until 6 months have passed from the customer's most recent order, regardless of when the removal request is made. Note that it may be possible for Shopify to remove data more quickly on a case-by-case basis, though the process is fairly opaque to GridPlus. If you have completed an order and wish to have your information removed more quickly, please contact us at help@gridplus.io and we will make the request on your behalf.

Please note that GridPlus must obey all relevant laws related to retention of customer data, which may, in certain circumstances, prevent its ability to request removal of Shopify data. However, it is not GridPlus' intention to retain customer data for which it has no use.