

Privacy Policy

Effective Date: August 23, 2026

Last Updated: August 23, 2026

Diamond Glove Revival ("DGR," "we," "us," or "our") respects your privacy. This Privacy Policy explains what personal information we collect through diamondgloverevival.com (the "Site"), how we use it, and your choices.

1. Information We Collect

a. Information you provide directly:

- Name, email address, phone number, and shipping/billing address
- Account credentials (username, password — stored hashed)
- Service request details: glove make/model, condition, photos, requested repairs, lace color selections
- Order and purchase history (Glove Store, Jax Athletics products)
- Communications you send us (support requests, quote responses, decline reasons)

b. Information collected automatically:

- IP address, browser type, device information
- Pages visited, referring URLs, and general usage data (if we use an analytics tool such as Google Analytics)
- Cookies and similar technologies (see Section 5)

c. Payment information: Payments are processed by Stripe. DGR does not receive or store your full card number; Stripe's own privacy practices govern that data (see Stripe's privacy policy).

d. Glove Passport data: Service history, ownership records, condition grading, and photos tied to a glove's DGR serial number, which may persist with the glove independent of a specific account (e.g., if the glove is resold).

2. How We Use Your Information

We use personal information to:

- Provide quotes, process service requests, and complete repairs/restoration
- Process purchases and manage order fulfillment
- Maintain your account and the Glove Passport record
- Communicate with you about quotes, order status, and support
- Send marketing or promotional emails or texts (new arrivals, sale pricing, blog posts, demo day events), only if you've affirmatively opted in via a checkbox at signup, checkout, or service request (unchecked by default). You can unsubscribe anytime via the link in any email or by texting STOP.
- Improve the Site, prevent fraud, and maintain security
- Comply with legal obligations

3. How We Share Information

We share information only with:

- Service providers who help operate our business: payment processing (Stripe), hosting (Replit), email delivery (Resend), shipping carriers
- Legal purposes, if required by law, subpoena, or to protect DGR's rights and safety
- We do not sell your personal information to third parties.

4. Data Retention

We retain account, order, and Glove Passport data for as long as needed to provide services, comply with legal/tax obligations, and maintain the historical service record tied to a physical glove. You may request deletion of account-level personal information as described in Section 6, subject to legal and record-keeping requirements.

5. Cookies & Tracking

The Site uses cookies and similar technologies to keep you logged in, remember cart contents, and analyze site usage. You can control cookies through your browser settings. If you add analytics, advertising, or retargeting pixels in the future, this section should be updated to name them.

6. Your Rights & Choices

- Access/Correction: You can review and update your account information anytime.
- Marketing opt-out: Unsubscribe via the link in any marketing email, or contact us.
- Deletion requests: Contact us at info@diamondgloverevival.com to request deletion of your personal information, subject to legal/record retention needs.
- California residents (CCPA/CPRA): Under the California Consumer Privacy Act, as amended by the CPRA, you have the right to:
 - Know what personal information we collect, use, and disclose
 - Delete personal information we've collected (subject to legal/record-keeping exceptions, such as maintaining Glove Passport service history)
 - Correct inaccurate personal information
 - Opt out of the "sale" or "sharing" of personal information

We do not sell or share your personal information, and we never have. No "Do Not Sell My Info" action is needed because there is nothing to opt out of — but you can still submit access, deletion, or correction requests to info@diamondgloverevival.com. We will not discriminate against you for exercising these rights. To protect your data, we may need to verify your identity before fulfilling a request.

7. Children's Privacy

The Site is not directed to children under 13 (or 16, where applicable), and we do not knowingly collect personal information from them. If you believe a child has provided us information, contact us to have it removed.

8. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information (e.g., password hashing, HTTPS, restricted admin access). No method of transmission or storage is 100% secure.

9. Third-Party Links

The Site may link to third-party sites (e.g., Jax Athletics, social media). We are not responsible for their privacy practices.

10. Changes to This Policy

We may update this Privacy Policy periodically. The "Last Updated" date above reflects the most recent revision. Material changes may be communicated via email or Site notice.

11. Contact Us

Diamond Glove Revival info@diamondgloverevival.com