

Privacy Policy

Sapp LLC | sapphealth.com

Effective Date: 4/14/2026

This Privacy Policy explains how Sapp LLC collects, uses, discloses, and protects personal information when you visit sapphealth.com, place an order, contact us, or otherwise interact with us.

1. Information We Collect

We may collect personal information you provide directly to us, including your name, email address, phone number, shipping address, billing address, order details, messages or inquiries, marketing preferences, and any other information you choose to provide.

We may receive limited payment-related and transaction-related information from payment processors and other service providers, such as card brand, last four digits, billing details, payment status, refund status, transaction identifiers, purchase amount, and order history.

When you use the Site, we and our service providers may automatically collect certain technical and usage information, such as your IP address, browser type, device type, operating system, pages viewed, referring URLs, links clicked, time spent on pages, approximate location derived from IP address, cookie identifiers, and similar usage data.

We may also receive information from third parties such as payment processors, shipping and fulfillment providers, fraud prevention providers, analytics providers, advertising or marketing partners, and social media platforms if you interact with us through them.

2. How We Use Personal Information

We may use personal information to operate, maintain, and improve the Site; process orders, payments, shipping, returns, and refunds; communicate with you about orders, customer service, and other business matters; send promotional communications where permitted; personalize your experience; detect and prevent fraud and security incidents; maintain business records; comply with legal obligations; and enforce our Terms of Service and other policies.

3. How We Disclose Personal Information

We may disclose personal information to payment processors such as Stripe; shipping, logistics, and fulfillment providers; website hosting and technology vendors; customer support and communications providers; analytics providers; advertising and marketing providers, if used; professional advisors such as lawyers, accountants, auditors, and insurers; government authorities or other third parties where required by law; and buyers or successors in connection with a merger, sale, financing, reorganization, or similar business transaction.

We may also disclose information with your consent or at your direction.

4. Stripe and Payment Processing

We use Stripe and other third-party payment service providers, as applicable, to process payments and related transaction services. When you make or attempt to make a purchase, information entered at checkout may be collected and processed by Stripe in accordance with Stripe's own privacy practices.

We may receive limited transaction-related and fraud-prevention information from Stripe and other payment service providers in connection with payment processing, refunds, disputes, chargebacks, and order management.

We encourage you to review Stripe's privacy materials for more information about how Stripe handles payment-related information.

5. Cookies and Similar Technologies

We may use cookies, pixels, tags, SDKs, and similar technologies to keep the Site functioning properly, remember your preferences, analyze Site traffic and usage, measure campaign performance, help prevent fraud and security incidents, and support advertising or remarketing where enabled.

You can usually control cookies through your browser settings. Please note that disabling certain cookies may affect Site functionality.

6. Your Choices

You may opt out of promotional emails at any time by clicking the unsubscribe link in a marketing email or by contacting us at support@sapphealth.com.

You can also control certain cookies and similar technologies through your browser settings or device controls.

If you have questions about your personal information or want to make a privacy-related request, please contact us using the details listed at the end of this policy.

7. Marketing Communications

If you sign up for emails, make a purchase, or otherwise provide consent where required, we may send you promotional emails, product updates, special offers, cart reminders, or other marketing messages.

Even if you opt out of marketing emails, we may still send transactional or service-related communications, such as order confirmations, shipping notices, customer support messages, or legal updates.

8. Reviews, Testimonials, and User Content

If you post a review, testimonial, comment, photo, or other content through the Site or otherwise submit it to us, that content may be publicly visible and may be used by us in connection with our business, subject to applicable law and our Terms of Service.

Please do not submit sensitive personal information, medical information, or other confidential information in public reviews or other public-facing areas of the Site.

9. Data Retention

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including to provide products and services, complete transactions, comply with legal, tax, accounting, and recordkeeping obligations, resolve disputes, enforce agreements, and detect and prevent fraud and abuse. Retention periods may vary depending on the type of information and the reason it was collected.

10. Data Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information from unauthorized access, use, alteration, and disclosure. However, no method of internet transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

11. Children's Privacy

Our Site is not directed to children under 13, and we do not knowingly collect personal information from children under 13. If you believe a child under 13 has provided personal information to us, please contact us so that we can review and address the issue.

12. Third-Party Websites and Services

Our Site may contain links to third-party websites, tools, checkout services, or social media platforms. We are not responsible for the privacy, security, or content practices of those third parties. Their practices are governed by their own privacy policies and terms.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the revised version on this page and update the Effective Date above. Your continued use of the Site after the revised Privacy Policy is posted means you accept the updated policy to the extent permitted by law.

14. Contact Us

If you have questions about this Privacy Policy or our privacy practices, please contact us:

Sapp LLC

support@sapphealth.com