

Privacy Policy

Est. 1894

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Red Crow & Blue Lion LLC (“Red Crow & Blue Lion,” “we,” “us,” or “our”) operates the website redcrowtobacco.com (the “Site”). This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit the Site or purchase our products, and describes the rights and choices available to you.

Age restriction. Our products contain tobacco and are intended solely for adults of legal purchasing age in their jurisdiction (21 or older in the United States). The Site is not directed to anyone under the legal age, and we do not knowingly collect personal information from minors.

1. Information We Collect

Information you provide to us

- Contact and order information — your name, email address, shipping and billing address, and telephone number when you place an order, create an account, or contact us.
- Age-verification information — your date of birth and, where required, information used to confirm you are of legal purchasing age.
- Communications — the content of messages you send us and your newsletter subscription preferences.

Payment information

Payment card details are collected and processed directly by our third-party payment processor. We do not store your full card number on our systems; we receive only limited transaction data (such as confirmation of payment and the last four digits of the card).

Information collected automatically

- Usage and device data — IP address, browser type, device identifiers, pages viewed, and referring pages.
- Cookies and analytics — we use cookies and similar technologies, including analytics services such as Google Analytics, to understand how the Site is used and to improve it. You can control cookies through your browser settings.

2. How We Use Your Information

- To process, fulfill, and ship your orders.
- To verify your age and comply with tobacco-related legal requirements.
- To communicate with you about orders, respond to inquiries, and send marketing messages where you have opted in.
- To operate, maintain, secure, and improve the Site.
- To detect and prevent fraud and to comply with legal obligations.

3. How We Share Your Information

We do not sell your personal information for money. We share it only as follows:

- Payment processors — to process transactions securely.
- Shipping carriers — such as USPS, UPS, and FedEx, to deliver your orders.
- Service providers — vendors who provide analytics, hosting, email, and age-verification services on our behalf, bound by confidentiality obligations.

- Legal and safety — where required by law, regulation, legal process, or to protect our rights, customers, or others.
- Business transfers — in connection with a merger, acquisition, or sale of assets.

4. Cookies and Tracking

We use strictly necessary cookies to operate the Site and optional analytics cookies to measure performance. You may disable cookies in your browser, though some features may not function properly. Where required by law, we will request your consent before setting non-essential cookies.

5. Data Retention

We retain personal information for as long as needed to fulfill the purposes described in this Policy, including order fulfillment, legal, tax, and accounting requirements, after which we delete or anonymize it.

6. Data Security

We use reasonable administrative, technical, and physical safeguards to protect your information. No method of transmission or storage is completely secure, however, and we cannot guarantee absolute security.

7. International Transfers

We are based in the United States, and your information may be processed in the United States and other countries whose data-protection laws may differ from those in your jurisdiction. Where required, we implement appropriate safeguards for such transfers.

8. Your Rights

California residents (CCPA/CPRA)

If you are a California resident, you have the right to know what personal information we collect, to request deletion or correction, to opt out of the “sale” or “sharing” of personal information (including certain targeted-advertising uses of cookies), and to not be discriminated against for exercising these rights. To exercise these rights, contact us using the details below.

European Economic Area and United Kingdom (GDPR / UK GDPR)

If you are located in the EEA or UK, you have the right to access, correct, delete, restrict, or object to the processing of your personal data, and the right to data portability. Our legal bases for processing are the performance of a contract (order fulfillment), your consent (marketing and non-essential cookies), our legitimate interests (improving and securing the Site), and compliance with legal obligations. You may also lodge a complaint with your local supervisory authority.

China (PIPL)

If you are located in mainland China, and to the extent the Personal Information Protection Law applies, you have the right to access, correct, and delete your personal information, to withdraw consent, and to request an explanation of our handling rules. Where we process your personal information based on consent, you may withdraw that consent at any time. Cross-border transfers of your information out of China will be carried out only in accordance with applicable legal requirements.

To exercise any of these rights, contact us at the address below. We will respond within the timeframes required by applicable law and may need to verify your identity before fulfilling your request.

9. Children's Privacy

The Site and our products are intended only for adults of legal purchasing age. We do not knowingly collect information from anyone under that age. If we learn that we have collected such information, we will delete it.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes are effective when posted, and the "Last updated" date above will reflect the most recent revision. Material changes may be communicated by additional notice.

11. Contact Us

For questions about this Privacy Policy or to exercise your privacy rights, contact us:

Red Crow & Blue Lion LLC

51 Elm Street

New Haven, CT 06510

United States

Email: redcrowtobacco@gmail.com

Red Crow & Blue Lion LLC · Est. 1894 · New Haven, Connecticut