Privacy Policy

Last Updated: June 20, 2026

3rD Fire LLC ("we," "our," or "us") values your privacy. This Privacy Policy describes how we collect, use, disclose, and safeguard your personal information when you visit our website, subscribe to our services, or purchase physical and digital products from our storefront.

By using our services, you consent to the data practices described in this policy in conjunction with our Terms & Conditions.

1. Information We Collect

To provide you with our TTRPG products, digital assets, and subscriptions, we collect the following types of information:

- **Identity & Contact Data:** Name, billing address, shipping address, email address, and phone number.
- **Transaction & Payment Data:** Details about payments to and from you, and details of products you have purchased from us. *Note: We do not directly store your credit card information; all payments are securely handled by our third-party payment processors.*
- **Account Data:** Your username, password, order history, and account preferences if you register an account on our platform.
- **Technical & Usage Data:** IP address, browser type, device information, operating system, and how you interact with our website.

2. How We Use Your Information

We use the collected data to operate our e-commerce platform and deliver our portfolio of products:

- To process and fulfill orders, including delivering digital file downloads (STLs, PDFs, audio packs) and shipping physical items (books, box sets, merchandise).
- To manage recurring billing for our seasonal supply drops and monthly/quarterly digital or physical subscriptions.
- To charge applicable state and local sales taxes based on your location, in compliance with Washington State law.
- To send administrative information, order confirmations, and customer support updates.

3. Data Sharing and Third-Party Disclosures

We do not sell, rent, or lease our customer lists or your personal data to third parties.

To successfully run our business, we only share data with trusted third-party service providers who are contractually bound to keep your information confidential and use it solely to perform these services for us:

- **E-commerce & Hosting Infrastructure:** Our web platform providers (such as Odoo) who manage the database and storefront.
- **Payment Processors:** Secure merchant gateways that process your credit card or payment credentials.
- **Shipping & Fulfillment Carriers:** Postal and delivery services that require your name and physical address to deliver physical artifacts, apparel, and books.

4. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies to enhance your experience:

- **Essential Cookies:** Required for core site functionality, such as keeping track of items in your shopping cart and maintaining your secure account session.
- **Performance & Analytics:** Cookies that help us understand how visitors move around the site, allowing us to optimize performance and usability.
- You can choose to disable cookies through your individual browser settings; however, doing so may disable certain features of our e-commerce storefront (like the shopping cart functionality).

5. Children's Privacy (COPPA Compliance)

Our website and products are not directed to individuals under the age of 13. We do not knowingly collect personal information from children under 13. If we discover that a child under 13 has provided us with personal information, we will delete it from our servers immediately. In accordance with our Terms & Conditions, individuals between the ages of 13 and 18 must have parental or guardian supervision to use our store.

6. Data Security and Retention

We implement industry-standard administrative, technical, and physical security measures designed to protect your personal data from unauthorized access, loss, or alteration. We retain your personal data only as long as necessary to fulfill the purposes for which it was collected, including satisfying any legal, accounting, tax, or reporting obligations.

7. Your Privacy Rights

Depending on your location, you may have certain rights regarding your personal information under applicable U.S. state laws. These rights generally include:

- **The Right to Access:** The right to request copies of the personal data we hold about you.
- **The Right to Rectification:** The right to request that we correct any information you believe is inaccurate or incomplete.
- **The Right to Erasure:** The right to request that we delete your personal data, subject to certain legal and financial retention requirements (such as active subscription records or tax logs).

To exercise any of these rights, please contact us through your account dashboard or our official support channels.

8. Changes to This Privacy Policy

We reserve the right to modify this Privacy Policy at any time. Any updates will be posted directly on this page with an updated "Last Updated" date at the top. We encourage you to review this policy periodically to stay informed about how we protect your information.

Contact Us

If you have any questions or concerns regarding this Privacy Policy or your data, please contact 3rD Fire LLC through your account dashboard or official support channels.