

Privacy Policy

Combine Orders & Ship Together

Last updated: August 7 2026



1. Introduction

This Privacy Policy describes how Combine Orders & Ship Together (“the App”, “we”, “us”, or “our”) collects, uses, and shares information when merchants install and use our application on Shopify.

The App is designed to allow customers to combine multiple orders into a single shipment and help merchants manage grouped orders efficiently.

2. Information We Collect

2.1 Merchant Data

When a merchant installs the App, we may access and process the following information from their Shopify store:

- Store name and store URL
- Orders and order details
- Shipping methods and shipping rates
- Order status and fulfillment information

2.2 Customer Data

To enable order combining functionality, the App may process limited customer information:

- Name
- Email address
- Shipping address

This data is used only to identify eligible orders that can be combined.

2.3 Technical Data

We may automatically collect certain technical information:

- IP address
- Browser type
- Device information
- App usage logs

3. How We Use Information

We use the collected data solely to provide and improve the App's functionality, including:

- Identifying and matching eligible orders for combining
- Displaying combined shipping options at checkout
- Calculating combined shipping rates
- Linking related orders for merchant visibility
- Synchronizing fulfillment status between related orders
- Providing support and troubleshooting

4. Data Sharing

We do **not sell, rent, or trade personal data**.

We may share data only in the following cases:

- With Shopify, as required to operate within the Shopify platform
- With service providers (e.g., hosting or infrastructure providers) strictly to operate the App
- When required by law or legal process

5. Data Storage and Security

- Data is stored securely using industry-standard practices
- Access to data is limited to authorized personnel only
- We take reasonable measures to protect against unauthorized access, alteration, or disclosure

6. Data Retention

We retain data only as long as necessary to:

- Provide the App's functionality
- Comply with legal obligations
- Resolve disputes

Merchants can request deletion of their data at any time.

7. Merchant Rights

Merchants may:

- Request access to their data
- Request correction or deletion of data
- Uninstall the App at any time

Upon uninstallation, access to store data is revoked.

8. Customer Data Rights

Customers whose data is processed through a merchant's store should contact the merchant directly for:

- Access requests
- Corrections
- Deletion requests

We process customer data solely on behalf of the merchant.

9. International Data Transfers

Data may be processed in countries outside the merchant's jurisdiction. We ensure appropriate safeguards are in place to protect such data.

10. Changes to This Policy

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated revision date.

11. Contact Information

If you have any questions about this Privacy Policy, please contact:

Lantera

Email: info@lantera.co

Website: <https://lantera.co>