NORTH SHORE POKE CO.

PRIVACY POLICY

Effective Date: November 5, 2026

Last Updated: November 17, 2026

214 5th St., Suite 101 • Huntington Beach, CA 92648

1. Who We Are

North Shore Poke Co. ("we," "us," or "our") operates the Huntington Beach restaurant at 214 5th St., Suite 101, Huntington Beach, CA 92648. This Privacy Policy explains how we collect, use, disclose, and protect personal information in connection with our website, restaurant orders, catering, electronic gift cards, and customer communications for this location.

Website	Customer Support
www.northshorepokeco.com	714-465-9011 shawn.gole@gmail.com

SMS Program Number: 1-562-203-1482

This Privacy Policy applies to North Shore Poke Co. Huntington Beach and does not govern independently operated businesses or the separate privacy practices of third-party services that you choose to use.

2. Information We Collect

Depending on how you interact with us, we may collect the following information:

- Name, email address, phone number, and any address or contact information needed for an order or request.
- Order details, purchase history, payment status, transaction records, refunds, and related customer-service information.
- Gift-card purchaser and recipient information needed to deliver or administer an electronic gift card.
- Catering requests, event details, preferences, and information you provide in communications with us.
- Email and SMS subscription preferences, including records of consent, opt-out requests, and support requests.
- Technical information collected when you use our website, such as browser or device information, IP address, pages viewed, and information collected through cookies or similar technologies used by the website and its service providers.

If you provide another person's information for gift delivery or order fulfillment, please do so only when you have authority to provide that information. Receiving a gift does not automatically enroll the recipient in marketing communications.

Payments are processed through the service used for your transaction, including Clover where applicable. Payment providers collect the information necessary to authorize and process payments. We receive transaction information needed to fulfill orders, provide customer service, and maintain business records. Please do not send payment-card details by ordinary email or text message.

We may also receive relevant order information from third-party services such as Uber Eats when you place an order through those services.

3. Website Technology and Cookies

Our website and service providers may use cookies and similar technologies to operate the website, remember preferences, maintain security, understand website performance, and support features that you choose to use. These technologies may collect technical information such as IP address, browser type, device type, approximate location derived from IP address, pages viewed, and referring pages.

You can control cookies through your browser settings. Restricting cookies may affect some website functions. Third-party services embedded in or linked from our website may collect information under their own privacy policies.

4. How We Use Information

We use personal information for purposes that include:

- Processing and fulfilling restaurant orders, catering requests, and electronic gift-card transactions.
- Communicating about purchases, service changes, order issues, refunds, and customer questions.
- Sending email or text communications that you have chosen to receive, including specials, menu news, events, and restaurant updates.
- Operating, maintaining, securing, and improving our website and services.
- Preventing fraud or misuse, maintaining business records, and complying with legal obligations.

5. When We Disclose Information

We may disclose information as reasonably necessary to service providers that help us operate the restaurant, process payments, provide online ordering, host or support our website, deliver communications, provide customer service, or fulfill customer requests. Clover supports online ordering, point-of-sale, and payment services. Uber Eats handles orders placed through its platform and provides information needed for fulfillment.

Service providers that process information on our behalf may use it only as permitted for the services they provide and subject to applicable restrictions. Services you use directly may also process information under their own privacy policies.

We may disclose information when required by law or when reasonably necessary to investigate fraud, protect safety, respond to lawful requests, or establish, exercise, or defend legal rights.

6. Email and SMS Privacy

You may unsubscribe from promotional emails by using the unsubscribe instructions included in those messages. We may still send necessary non-promotional communications about a transaction, order, or inquiry.

Promotional text messages require a separate opt-in. Making a purchase, following our social media pages, or subscribing to email does not by itself enroll you in promotional text messages.

We do not sell, rent, or disclose mobile information to third parties or affiliates for their own marketing or promotional purposes. Text-message opt-in records and consent are not shared for unrelated marketing. Service providers helping us operate or support the messaging program may process the information necessary to provide those services, subject to applicable restrictions.

To stop promotional text messages, text STOP to 1-562-203-1482. For assistance, text HELP to the same number, email shawn.gole@gmail.com, or call 714-465-9011.

For additional messaging terms, please review our Terms and Conditions.

7. Data Retention and Security

We retain personal information for as long as reasonably necessary for the purposes described in this Privacy Policy, including completing transactions, maintaining legally required records, resolving disputes, documenting consent, and honoring opt-out requests.

We use reasonable administrative, technical, and organizational safeguards appropriate to the information we handle. No method of transmission or electronic storage can be guaranteed to be completely secure.

8. Your Privacy Choices and Requests

You may contact us to ask questions about your information or to request access, correction, or deletion where provided by applicable law. We may request information reasonably necessary to verify your identity before completing a request. Some records may need to be retained for legal, transaction, security, or other permitted purposes.

California residents may have additional privacy rights under applicable California law. Where those rights apply, we will honor qualifying requests and legally required opt-out preference signals. To submit a privacy request, email shawn.gole@gmail.com, call 714-465-9011, or write to North Shore Poke Co., 214 5th St., Suite 101, Huntington Beach, CA 92648.

9. Children’s Online Privacy

Our restaurant welcomes families and younger guests. Our website and email/SMS marketing programs are intended for a general audience and are not directed to children under 13. We do not knowingly collect personal information online from children under 13. Parents or guardians should handle online communications and subscriptions for younger children using their own contact information. If you believe a child under 13 has provided personal information to us online, please contact us so that we can review and address the matter appropriately.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the revised policy on this page and update the effective date. We will provide additional notice or obtain consent when required by law.

11. Contact Us

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