

Privacy Policy

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On this page

- [1. Information we collect](#)
- [2. How we use information](#)
- [3. Forms, ordering, and technology services](#)
- [4. Payments](#)
- [5. Cookies and Google Analytics](#)
- [6. When we disclose information](#)
- [7. AI-assisted artwork and image processing](#)
- [8. Customer communications and work samples](#)
- [9. How long we retain information](#)
- [10. Children's information](#)
- [11. Your privacy choices and requests](#)
- [12. Security and processing locations](#)
- [13. Other websites and services](#)
- [14. Changes to this policy](#)
- [15. Contact us](#)

A+ Images, Inc. (“A+ Images,” “we,” “us,” or “our”) respects your privacy. This Privacy Policy explains how we collect, use, disclose, and retain personal information when you visit our website, request a quote, submit artwork, communicate with us, or purchase our products and services. It also explains how to contact us about your information.

This policy applies to A+ Images, Inc. It does not govern the separate websites and services of Rose Promos, Shirt Tales, Classroom Faces, or other businesses unless those websites or services expressly refer to this policy.

1. Information we collect

Contact and project information. We collect information you provide when you contact us, request pricing, approve a proof, or place an order. This may include your name, company or organization, email address, phone number, billing and shipping addresses, and project requirements.

Artwork and personalization information. We may receive logos, photographs, illustrations, design files, names, garment sizes, and personalization instructions. These materials may contain information about you or other people.

Order and communication records. We maintain quotes, order details, production specifications, proofs and approvals, invoices, payment status, delivery information, and correspondence related to your project.

Information provided by others. Businesses, schools, teams, organizations, and other customers may provide information about individuals included in an order. Anyone providing another person's information should have the authority and any permissions needed to provide it for the intended purpose.

Website information. Our website and technology providers may collect technical and usage information, such as IP addresses, browser and device information, pages visited, referring websites, and website interactions. We use Google Analytics as described in Section 5.

Please provide only the information needed for your inquiry or order. Do not submit Social Security numbers, payment-card security codes, or other unnecessary sensitive information through our general contact forms, artwork uploads, or ordinary email.

2. How we use information

We use information to respond to inquiries, prepare quotes, develop artwork and proofs, produce and personalize products, manage orders, process payments through our payment providers, arrange pickup or delivery, and provide customer support.

We also use customer and order records to reproduce previous designs, simplify reorders, maintain business and accounting records, resolve disputes, prevent fraud or misuse, and meet applicable legal obligations. Website usage information helps us understand and improve our website.

3. Forms, ordering, and technology services

We use third-party services to operate our website and manage projects. These include Kinsta for website hosting, Jotform for forms and quote requests, and Printavo

for quote and order management. Depending on the order, we may also use OrderMyGear.

Information submitted through these services may be stored and transferred between the systems involved in managing your project. This may include contact details, project specifications, uploaded artwork, order records, and related communications.

The providers' own privacy notices may also apply to information they collect and use independently, such as when you use an external ordering or payment service.

4. Payments

We use third-party payment services, primarily Square, and may also use payment functionality available through Printavo or OrderMyGear.

Full payment-card numbers and card security codes are handled by the applicable payment provider. We do not accept complete card details over the phone or retain full card numbers or security codes in our own email, paper files, or other systems outside the payment provider.

We maintain transaction and accounting records associated with your order, such as invoice details, payment amounts, payment status, and refund records. Please use the payment method or payment link provided for your order rather than sending card information to an employee.

5. Cookies and Google Analytics

Our website and embedded services may use cookies or similar technologies to support functionality, security, and website measurement. Cookies are small files stored on your device by your browser.

We use Google Analytics to understand how visitors find and use our website. Google Analytics may use cookies and similar identifiers to measure activity and provide reports about website use. Google processes information as part of providing this service, subject to the applicable terms and settings.

You can use your browser settings to block or delete cookies. Blocking all cookies may affect some website or embedded-service features. Google also provides an optional Analytics opt-out browser add-on for supported browsers; this add-on limits Google Analytics measurement, not all collection by our website or other services.

For more information, see [How Google uses information from sites and apps that use its services](#) and the [Google Analytics opt-out browser add-on](#).

6. When we disclose information

We do not sell personal information for money, rent customer lists, or provide customer lists to other companies for their own marketing. We do disclose information to the providers and individuals involved in the services described in this policy.

Depending on the project, recipients may include hosting and technology providers, form and order-management services, payment providers, outside designers, embroidery digitizers, production partners, suppliers, delivery providers, and professional advisers. For example, a digitizer may receive artwork and production specifications, while a delivery provider may receive the recipient's name, address, and contact information.

We may disclose information when reasonably necessary to comply with applicable law or legal process, protect rights or safety, investigate fraud or misuse, resolve disputes, or obtain legal or accounting advice. Information may also be transferred in connection with a merger, acquisition, reorganization, or sale of business assets, subject to applicable law.

7. AI-assisted artwork and image processing

We may use third-party artwork and image-processing tools, including ChatGPT by OpenAI, Google Gemini, and Vectorizer.AI, to help create, edit, enhance, convert, or prepare artwork for production.

When used for your project, these services may receive artwork and related design instructions, including any names, photographs, or other personal information contained in that material.

Submitted material is processed under the provider's applicable terms, privacy notice, account agreements, and settings. Depending on the service and configuration, material may be retained, reviewed, or used to improve the provider's services, including AI models or image-processing algorithms.

Before sending artwork containing confidential or sensitive personal information, contact us at info@aplusimages.com to discuss any special handling requirements for your project.

Information about these providers' practices is available from [OpenAI's data-use guidance](#), the [Gemini Apps Privacy Hub](#), and [Vectorizer.AI's Privacy Policy](#).

8. Customer communications and work samples

Our customer emails and text messages are currently used for inquiries, quotes, proofs, orders, payments, delivery, and related service matters. We do not currently conduct promotional email or text-message campaigns. Providing contact information for an inquiry or order does not automatically enroll you in a marketing list.

We obtain permission before featuring customer artwork or completed projects on our website, social media, or other promotional materials. Submitting artwork or placing an order does not, by itself, grant permission for promotional use.

9. How long we retain information

We retain customer artwork, quotes, order history, production specifications, proofs and approvals, and related correspondence on an ongoing basis to support reorders, customer service, and business recordkeeping.

We do not currently apply a fixed deletion schedule to most of these records. As a result, they may be retained indefinitely, subject to applicable legal requirements and the privacy requests described below.

You may request deletion of personal information or artwork. We will review the request in light of applicable law, the information involved, and any obligations or permitted reasons for retaining it. For example, some information may need to be retained to complete a transaction, maintain required accounting records, resolve a dispute, or comply with legal requirements.

Deleting artwork or production specifications may mean that you need to provide them again for a future reorder. Third-party providers may apply separate retention periods to information they process under their own terms and privacy notices.

10. Children's information

Our website is a general-audience business website and is not directed to children under 13. We do not knowingly collect personal information directly from children under 13 through the website. Children under 13 should not submit inquiries, upload information, or place orders themselves.

Parents, guardians, and other authorized adults may provide children's names, photographs, garment sizes, or other personalization information for an order. We use and handle that information in connection with the project as described in this policy. Adults submitting a child's information should have the authority and any permissions needed for the intended use.

If you believe a child under 13 has submitted personal information directly to us without the required permission, contact info@aplusimages.com so we can investigate and take appropriate steps, including deletion where required.

11. Your privacy choices and requests

You may contact info@aplusimages.com to ask about personal information we maintain about you, request a correction, or request deletion. Please describe your request and your relationship with A+ Images, without including unnecessary sensitive information.

Depending on where you live and which laws apply to A+ Images, you may have additional rights concerning access, correction, deletion, copies of your information, certain processing opt-outs, or an appeal of a denied request. These rights are subject to the applicable law and its exceptions.

We may need to verify your identity or authority before providing access or acting on a request. We will respond within the deadlines required by applicable law.

To request review of a decision, email info@aplusimages.com with the subject “Privacy Appeal.” Where applicable law provides an appeal right, we will process the appeal and provide any required information about further complaint options. We will not unlawfully discriminate against you for exercising an applicable privacy right.

12. Security and processing locations

We seek to protect personal information against unauthorized access, loss, and misuse. However, no method of transmitting or storing information can be guaranteed to be completely secure.

A+ Images operates in the United States. Information may be processed in the United States and other locations where providers involved in our services operate. Privacy laws in those locations may differ from those where you live.

13. Other websites and services

Our website may link to or include features from other websites and services. Those providers may collect information when you interact with their features or visit their websites. This policy explains A+ Images’ practices and does not replace the notices of providers that collect and use information independently.

14. Changes to this policy

We may update this policy as our practices, services, or legal obligations change. We will post the revised policy on this page and update its effective date. When applicable law requires additional notice or consent for a change, we will provide that notice or request that consent.

15. Contact us

A+ Images, Inc.

Attention: Privacy Requests

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