

PRIVACY POLICY

This policy applies to: www.helosielab.com

Respect for your privacy is of the utmost importance to Héloïse Laboratoire Inc, which is responsible for this site.

The purpose of this privacy policy is to explain:

- How your personal information is collected and processed.
- All information that may identify you should be considered personal information.

This includes your first and last name, your age, your postal address, your email address of your location or your IP address.

- What are your rights regarding this information.
- Who is responsible for the processing of personal information collected and processed.
- To whom this information is transmitted.
- The site's cookie policy ("cookies").

COLLECTION OF PERSONAL INFORMATION We collect the following personal information:

- Name
- First name
- Mailing address
- Postal code
- Email address
- Phone/fax number
- Credit card number

The personal information we collect is collected through the collection methods described below, in the "Forms and Collection Methods" and following sections.

2. FORMS AND COLLECTION METHODS

Your personal information is collected through the following methods:

-Order Form We use this information for the following purposes:

- Order tracking
- Information/Promotional Offers
- Statistics
- Contact
- Website Management

3. SHARING PERSONAL INFORMATION

We undertake not to sell to third parties or generally market the personal information collected. However, we may share this information with third parties for the following reasons:

- Order fulfillment If you do not want your personal information to be shared with third parties, you may object at any time, thereafter, as mentioned in the section "Right of objection and withdrawal".

4. DURATION OF RETENTION OF PERSONAL INFORMATION

The controller of personal information will keep in its computer systems of the site and under reasonable conditions of security all personal information collected for a period of 12 months.

5. HOSTING PERSONAL INFORMATION

Our site is hosted by: GoDaddy, headquartered at: <https://www.godaddy.com/fr-ca> The host can be contacted at 1-844-494-9065.

The personal information we collect, and process is transferred to the following country(s): global company.

6. RESPONSIBLE FOR PROCESSING PERSONAL INFORMATION

a) The person responsible for processing personal information.

The controller of personal information is personal information department.

They can be contacted as follows:

The person responsible for the processing of personal information is responsible for determining the purposes and means of processing personal information.

b) Obligations of the Data Controller

The controller of personal information undertakes to protect the personal information collected, not to transmit it to third parties without having been informed and to respect the purposes for which this information was collected.

In addition, the person responsible for the processing of personal information undertakes to inform you in the event of rectification or deletion of personal information, unless this entails for him disproportionate formalities, costs, or steps.

If the integrity, confidentiality, or security of your personal information is compromised, the controller undertakes to inform you.

The department can be contacted at any time: 1844-494-9065 or write at any time to privacy@godaddy.com

7. RIGHT TO OBJECT AND WITHDRAW

You have the right to object to the processing of your personal information by the site ("right of objection"). You also have the right to request that your personal information no longer appear, for example, in a mailing list ("right of withdrawal").

8. RIGHT OF ACCESS, RECTIFICATION AND DELETION

You may review, update, modify or request the deletion of your personal information by following the procedure below:

-Write to us or remove yourself from the emailing list.

9. SAFETY

The personal information we collect is stored in a secure environment.

People working for us are required to respect the confidentiality of your information.

-To ensure the security of your personal information, we use the following measures:

- Login/Password

We are committed to maintaining a high degree of confidentiality by integrating the latest technological innovations to ensure the confidentiality of your transactions.

However, since no mechanism offers maximum security, there is always some risk when using the Internet to transmit personal information.

10. CONDITIONS FOR CHANGING THE PRIVACY POLICY

This privacy policy may be consulted at any time at the address below: www.heloiselab.com

We reserve the right to amend it to ensure that it complies with applicable law.

Therefore, you are invited to regularly review this Privacy Policy to stay informed of the latest changes.

11. ACCEPTANCE OF THE PRIVACY POLICY

By browsing the site, you certify that you have read and understood this Privacy Policy and agree to its terms, particularly with respect to the collection and processing of your personal information.

12. LEGISLATION

We are committed to the legislative provisions set out in:

-Private Sector Privacy Act, CQLR c P-39.1; and/or

-Personal Information Protection and Electronic Documents Act, SC 2000, c 5.

-Quebec Law 25

Last Updated: October 31, 2023