

chocoMe Canada - PRIVACY POLICY

This Policy sets out the ways we collect, use and share your personal information.

1. PERSONAL INFORMATION

Personal information is information about you, that can be used to identify you. When you interact with chocoMe Canada online at chocoMe.ca (the "Website"), we may collect personal information such as:

1. your full name, age, date of birth and gender;
2. your billing and delivery postal addresses, phone (including mobile phone) and e-mail details;
3. where you have chosen to register a user account with us, your user name and password;
4. details regarding your browsing on our website and shopping activities;
5. information about the device on which you have accessed our website, including your IP address, operating system and browser type;
6. your location; and
7. any other correspondence with us.

2. COLLECTING PERSONAL INFORMATION

Personal information is primarily collected directly from you, such as information voluntarily provided to us through our website, mobile applications, social media channels, and other means of communication. We may also collect personal information about you from your use social media networks (Facebook, Instagram and Google) you participate in.

We may supplement the information we collect about you directly with the information we receive from third parties in order to enhance our ability to serve you, to tailor our content to you and send you details of promotions and/or offers which we believe may be of interest to you. We sometimes receive personal information about other individuals from customers who wish to send our products as gifts. In these circumstances, we will use and store that personal information for the purpose of completing the customer's order.

Our website is not intended for children under the age of 13 and chocoMe Canada does not knowingly collect personal information from children in this age group.

3. USE OF INFORMATION?

chocoMe Canada will use your personal information for the purposes described in this policy or explained to you at the time it is collected. If we want to use your personal information for new or additional purposes, we will provide you with notice of these purposes and give you an opportunity to provide or withdraw your consent.

We may use your personal information in connection with the purposes for which you have provided it. This may include:

1. when you make purchases or returns on our website or over the telephone;
2. to respond and/or deal with your request or enquiry, including as a result of searches on our website;
3. to administer our website and social media networks and personalize content for you;
4. for internal record keeping;
5. to provide direct or other marketing;
6. to record and update your marketing preferences;

7. to personalize offers, promotions and advertising provided to you based on our understanding of your browsing and shopping habits or purchase history;
8. to register you for certain features on our website;
9. to assess, improve and tailor our products and services to you; and
10. We may also use your personal information for other business purposes including management analysis, audit, forecasting, business planning and transactions, ensuring our compliance with applicable laws, regulatory requirements, and dealing with legal claims and related administrative activities and related records retention requirements.
11. We may also use your personal information as required or permitted by law enforcement, other government agency requests or court orders.

We may anonymise your personal information and use it as part of aggregated non personal information for research, statistical and other purposes (such as improving our website, products and services) or measuring the effectiveness of our advertising.

In addition, we may hire service providers to perform services on our behalf, such as advertising and marketing, software, couriers and payment services. These service providers may use your personal information for the purposes set out in this Policy including, for example, to complete your order or enable offers, advertising or other promotional activity about our products and services to be provided to you, or to provide you with aftercare services. We will provide these service providers with only the information necessary for them to provide the services to chocoMe Canada. chocoMe Canada prohibits service providers from using or disclosing personal information for purposes other than to facilitate and carry out those services. We will strive to protect personal information disclosed to them by contractual agreements requiring that they adhere to applicable privacy laws, confidentiality and security procedures and protections that are, at a minimum, equivalent to those employed by chocoMe Canada.

4. SHARING PERSONAL INFORMATION

We may disclose your personal information to third parties as follows:

1. with your consent;
2. government authorities, law enforcement and regulatory authorities where required or permitted by law.

5. TARGETED ADVERTISING

If you browse our website, you may receive personalised banner/targeted advertisements while browsing other websites. Through our advertising we try to provide you with information on products and offers which are relevant to you. This service is provided by chocoMe Canada via a reputable service provider, who uses 'cookies' or similar tools placed on your computer or other device (see further information on the use of cookies in the section below).

It is worth noting that the social media networks who may provide advertising about our products and services to you may also process some of your personal information in their own capacity (for example when carrying out their own targeted advertising). chocoMe Canada is not responsible for the processing of your personal information by any social media networks, when acting in their own capacity and not as a service provider to chocoMe Canada. Therefore, please refer to the privacy policies of the relevant Social Media Channels for further details on how your personal information will be used by them.

6. COOKIES

We may use cookies and similar tools in order to provide a better service or identify which pages on our website and social media networks are of special interest. A cookie is a small piece of information which a website stores via your web browser on your computer or other device either during your visit to our website or which can later be retrieved on subsequent visits to our website.

The main objective is to identify users and personalise their visit by customising web pages for them, for example, by remembering your log-in name or preferred language. Cookies cannot be read by a website other than the one for which it is set. Our cookies will never contain information that will enable anyone to contact you via telephone, e-mail, or any other means. As noted in the section above, third party websites may also use cookies to show you advertisements about our products on those third party sites. You can adjust your web browser settings to inform you when cookies are set and to prevent cookies from being set or used to track your browsing online. Depending on your browser, you may find those options under the browser's menu tabs for tools, options, settings, preferences or similar tabs. Please note that although our website will respect your browser settings, chocoMe Canada is not able to process requests to disable cookies on your device because we cannot control those settings.

7. MARKETING CHOICES

From time to time, chocoMe Canada will send you special offers and announcements by email, post, telephone, text message, through social media networks, or other means. You can unsubscribe from receiving these offers at any time by clicking on the Unsubscribe link in the message you've received or contacting chocome@chocome.ca.

8. WITHDRAWING CONSENT

You may choose to withdraw your consent to the collection, use and disclosure of your personal information at any time, unless legal or contractual reasons prevent you from doing so. However, if you withdraw your consent, we may be unable to offer or provide you with certain goods and services.

If you would like to withdraw your consent or modify your preferences, please contact chocome@chocome.ca.

9. SAFEGUARDING PERSONAL INFORMATION

We use all efforts reasonably necessary to be sure that our service providers agree to protect personal information that they must access in order to provide those services. Internally, we limit access to personal information about you to only those employees who need that information to provide products or services to you or in order to do their jobs.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our website, you are responsible for keeping this password confidential. We ask you not to share a password with anyone, not to reuse passwords for different accounts, and to notify us if you believe your password has been compromised.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal information, we cannot guarantee the security of your personal information transmitted to our website and/or social medial channels. Any transmission is at your own risk. Once we have received your personal information, we will use strict procedures and security features to try to prevent unauthorised access.

10. HOW DO WE RETAIN YOUR PERSONAL INFORMATION?

We may retain your personal information and any anonymized information, as well as any other information, including but not only, any content you may have provided to us, in our internal databases and systems, but subject to the terms and conditions of this Privacy Policy. Even so, we have no obligation to you to retain any information about you or any of your content.

You agree that we are not liable to you in any way for removing, retaining, or failing to remove or retain any of your information or content and, to the fullest extent permitted by law, you waive all claims against us and release us from all liability in connection with any of our acts or omissions in regard to your information and content.

11. LINKS TO OTHER WEBSITES

We may offer links to third party websites. However, we are not responsible for the content or information collection policies of third party websites. If you visit a third party website, we advise you to review their privacy and other policies. We do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal information to the third party websites.

12. CHANGES TO THIS POLICY

We review and update our policies and procedures as required to keep current with rules and regulations, new technologies, standards and customer concerns. Our Privacy Policy may therefore change from time to time; the current version of the chocoMe Canada Privacy Policy will always be posted on our website.

13. ACCESS TO YOUR PERSONAL INFORMATION

We respect your right to access and correct your personal information. If you wish to update your personal information, please contact chocome@chocome.ca.

14. CONCERNS OR QUESTIONS

If you have any questions, wish to access, update or delete information, wish to opt out of receiving future communications, or have questions about this Policy, please contact us online at chocome@chocome.ca.