

College Care Package Co. Inc. ("CCPC") – Privacy Policy

Last updated: 12 July 2025

1. Introduction

CCPC respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit collegecarepackageco.ca (the "Site"), purchase our products, or interact with us in any other way.

2. Scope & Relationship to Other Policies

This Policy applies solely to information collected by CCPC through the Site, our customer service channels, and marketing activities. It does **not** apply to third-party websites or services that we do not own or control. For the legal terms governing transactions, please see our separate **Terms & Conditions**.

3. What Information We Collect

Category	Examples	Collected When
Contact Information	Name, email address, telephone, shipping address	Account creation, checkout, customer support
Account Credentials	Username, hashed password	Account creation
Transaction Details	Purchased products, order numbers, payment method (tokenized), delivery preferences	Checkout
Usage Data	Pages viewed, interactions, referring URLs, IP address, device/browser type	Browsing the Site
Marketing Preferences	Newsletter opt-ins, communication settings	Signup forms, account settings
User-Generated Content	Product reviews, survey responses	Posting reviews or completing surveys

4. How We Use Your Information

We use personal information only for the purposes outlined below and in a manner consistent with PIPEDA (Canada) and other applicable laws:

1. **Order Fulfillment** – To process payments, ship packages, handle returns, and provide customer support.
2. **Account Management** – To create and manage user accounts and preferences.

- 3. **Site Operation & Security** – To monitor, maintain, and secure our Site and services.
- 4. **Analytics & Improvement** – To analyze Site usage, improve our offerings, and develop new features.
- 5. **Marketing & Promotions** – To send you newsletters, special offers, and information you request (with your consent, where required). You can opt out at any time.
- 6. **Legal & Compliance** – To comply with legal obligations, resolve disputes, and enforce agreements.

5. Legal Bases (Where Applicable)

When required under privacy legislation, we rely on one or more of the following legal bases to process data: (a) performance of a contract; (b) legitimate interests that are not overridden by your rights; (c) your explicit consent; and (d) compliance with a legal obligation.

6. Sharing & Disclosure

We do **not** sell or rent personal information. We may disclose information only:

- **Service Providers** – Logistics partners, payment processors, and IT vendors who perform services on our behalf and are bound by confidentiality and security obligations.
- **Legal or Safety Reasons** – To comply with court orders, government requests, or to protect the rights, property, or safety of CCPC, our users, or others.
- **Business Transfers** – If CCPC is involved in a merger, acquisition, or asset sale, information may be transferred subject to standard confidentiality safeguards.

7. International Data Transfers

Our servers are located in Canada, but some service providers may process data outside of Canada. Where personal information is transferred internationally, we ensure appropriate safeguards and contractual protections are in place.

8. Retention

We retain personal information only as long as necessary for the purposes outlined in this Policy or as required by law (e.g., tax and accounting rules).

9. Security Measures

We employ industry-standard technical and organizational measures—including encryption in transit, secure data centers, and access controls—to protect personal information against unauthorized access, alteration, disclosure, or destruction.

10. Your Rights & Choices

Depending on your jurisdiction, you may have the right to:

- Access, correct, or delete personal information we hold about you;
- Withdraw consent at any time where we rely on consent;
- Object to or restrict certain processing;

- Receive a portable copy of your data. To exercise these rights, contact us using the details in Section 12.

11. Cookies & Similar Technologies

We use cookies, web beacons, and similar technologies to:

- Remember your preferences and enhance Site performance;
- Conduct analytics and measure marketing effectiveness. You may disable non-essential cookies through your browser settings, though certain features may become unavailable.

12. Contact Us

For privacy questions, requests, or complaints, contact: **Privacy Officer – Pratham Jaiswal, College Care Package Co. Inc.** Email: info@collegecarepackageco.ca Mail: 1033 Nelson Street, Vancouver, BC V6E 0E5, Canada.

13. Changes to This Privacy Policy

We may update this Policy from time to time. Any changes will be posted on this page with an updated “Last updated” date. Material changes will be notified via email or a notice on the Site prior to taking effect.

Your continued use of the Site after any changes indicates your acceptance of the revised Policy.