



Privacy Policy

Content on website:

All contents - graphics, ideas, contents, and all other work are the sole property of Flour Confections. Any other use of the site, or the site's contents - including the reproduction, modification, distribution, transmission, republication or display of the content on this site is prohibited. Images may not be used, under any circumstance, without written consent from Flour Confections.

Your Consent

By using, browsing, or purchasing from *shopflourconfections.ca* or *flourconfections.ca* you are agreeing to and consenting to our terms and conditions as outlined in our Privacy Policy. Should we change our privacy policies and procedures, those changes will be posted to inform visitors of what information is collected, how it is used, and under what circumstances it may be disclosed. If you have any questions with anything relating to our Privacy Policy please contact us prior to ordering. Work created for clients or work created by students attending our school may be used as promotional material on *flourconfections.ca*, and affiliated sites such as our Blog, or E-Mail updates.

Commitment to Privacy

Flour Confections is committed to maintaining the accuracy, confidentiality, and security of your personally identifiable information. We collect personal information from our customers in the regular course of doing business. Our Privacy Policy has been created in order to help you understand how Flour Confections collects, uses, and safeguards the personal information you entrust to us and to allow you to make informed decisions when using our products and services.

Personal Information:

Voluntary Disclosure:

When you visit our web site, we do not automatically collect personal information such as your name, address, telephone number or email address. We only collect such personal information on an individual basis should you provide it to us in a voluntary manner in order to order products, enter a contest or promotion, or sign up to receive our e-newsletter. You are welcome to browse the websites at any time anonymously and privately without revealing any personal information about yourself. Your personal information is however required in order to place an order online at *flourconfections.ca* and will include the following:

- Full name
- Full mailing address
- Full shipping address
- Email address
- Telephone number
- You may also need to provide us with your credit card information, should you choose to charge your purchase to a credit card.

We do not share or sell data nor do we authorize third parties to use such information for any commercial purpose, without your prior consent. We collect billing and shipping information in

order to process your order and deliver it to its destination. This information is used only by Flour Confections and our shipping company(s) for the purposes of fulfilling your order. Personal information collected through this site is used only for our internal purposes.

Personal Communication:

You have the option of registering to receive our e-newsletter, and should you chose to do so, you will be required to submit your email address. If at any time you no longer wish to receive emails from us, there is an automatic unsubscribe link at the bottom of every e-newsletter. Again this information is kept private and used only for internal purposes.

Should you choose to correspond with us through e-mail, we may retain the content of your e-mail messages together with your e-mail address and our responses for future reference. The same privacy and protection standards outlined in this Privacy Policy are applied for email communications.

Anonymous/Non-Personal Information and “Cookies”:

The Flour Confections website will also collect anonymous/non-personal information. Anonymous/non-personal information is information that we do not associate with or trace back to a specific individual or business entity. For example, our web servers collect some anonymous/non-personal information automatically when you visit one of our websites. Gathered electronically, this information may include:

- what pages you visit on our site and what links you click on
- the date and time of visits
- time spent at our web site
- the web sites visited just before and just after our web site
- information about your computer, including your IP (Internet Protocol) address,
- the type of operating system and web browser you are using, and your computer's location

The anonymous/non-personal information collected may be used for research and analytical purposes. To help us better understand our customers, we may also gather information for analytical purposes by conducting customer surveys, and by extracting demographic information from existing files.

About Cookies:

A cookie is a small computer file or piece of information that may be stored in your computer's hard drive when you visit our websites. On the Flour Confections websites, cookies are used to save information as a user moves from one web page to another, or between visits, and to provide more efficient navigation. Cookies cannot view or retrieve data from other cookies, nor can they capture files and data stored on your computer.

Cookies may be used by the Flour Confections' websites to improve functionality and should make your online experience easier and more personalized. Although cookies have the capability of accomplishing a variety of undertakings, Flour Confections only uses cookies when they provide an obvious benefit to you.

If you would like to browse the Flour Confections websites, you may do so without accepting cookies. However, you should understand that if you choose not to accept cookies, some areas of the Flour Confections websites may not function properly or optimally.

Cookies are widely used and most web browsers are configured initially to accept cookies automatically. If you prefer not to accept cookies, you may adjust your browser settings to alert you when a cookie is about to be sent, or you may configure your browser to refuse cookies automatically. If you would like to learn more about how to set your cookie options, please refer to your browser's documentation or online help for instructions.

How Your Information is Used: Personal Information

We use your personal information to process your purchases and shipments, to communicate with you by providing customer service, email updates including notifications regarding changes to your account or our websites, new products, special offers, relaying the status of your order or items of interest, and to respond to any special needs or enquiries you may have. As a customer, you have the option to choose not to receive these notices.

How We Safeguard Your Information

We use state-of-the-art technologies and maintain current security standards to ensure that your personal information is protected against unauthorized access, disclosure, inappropriate alteration or misuse. All safety and security measures are also appropriate to the sensitivity level of your information.

Online Security

The Flour Confections' websites use Secure Socket Layer (SSL) and 128 bit encryption technologies to enhance security when you visit the secured areas of these sites. SSL is the industry standard tool for protecting and maintaining the security of message transmissions over the Internet. When you access your accounts or send information from secured sites, encryption will scramble your data into an unreadable format to inhibit unauthorized access by others.

To safeguard against unauthorized access to your accounts, you may be required to "sign-on" using a user id and a password to certain secured areas of the Flour Confections' websites. Both user id and password are encrypted when sent over the Internet. If you are unable to provide the correct password, you will not be able to access these sections.

Shared Information with Third Parties:

We are obliged to keep your personal information confidential except when authorized by you, when required by law and when permitted by law. None of your personal information which you provide to us is shared with any third party individual or company, with the following exceptions:

1. your billing information (including your name, address, and telephone number) is shared with our credit card processing provider and your credit card issuing institution, if you choose to charge your purchase to a credit card;
2. your shipping information (including the recipient name, address, and telephone number) is provided to Canada Post and/or United Parcel Service (UPS) and their affiliates and service providers, as applicable, for the purpose of delivering the products purchased

When Required by Law

We are legally required to disclose personal information when it relates to criminal investigations or government tax reporting requirements. In some instances such as a legal proceeding or court order, we may also be required to disclose certain information to authorities. Only the information specifically requested is disclosed and we take precautions to satisfy ourselves that the authorities that are making the request have legitimate grounds to do so.

Image Use:

Flour Confections reserves the right to take photographs & video during classes, events, etc to be used for display, for promotion, and/or for our website and/or other social media without providing any compensation to you. Any photographs or comments that you the customer wish to provide to Flour Confections will be used at our discretion upon your permission.

When Permitted by Law

We are legally permitted to disclose personal information in specific situations such as employing reasonable and legal methods to enforce our legal rights under our agreements, in order to collect on a delinquent account or investigate suspicion of illegal activities.

Websites Associated with this Privacy Policy:

The websites that are governed by the provisions and practices stated in this privacy policy are:

www.flourconfections.ca, www.flourconfections.com, www.shopflourconfections.ca,
www.shopflourconfections.com

Third Party Websites

The Flour Confections' websites may contain links to other third party sites that are not governed by this privacy policy. Our privacy policy will no longer apply once you leave these websites. Additionally, Flour Confections is not responsible for the privacy practices employed by other third party websites. We suggest that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed, as any browsing and interaction on any other web site, including web sites which have a link on our web site, is subject to that web site's own rules and policies.

For More Information:

Customers may direct any questions or enquiries with respect to the privacy principles outlined above or about our practices by contacting:

Flour Confections Privacy Officer
1084 Salk Rd. Unit 5
Pickering, On L1W4B6
Phone: 905-492-2692
Fax: 905-492-2693
Email: privacypolicy@flourconfections.ca

You can also contact the Office of the Privacy Commissioner of Canada for assistance between the hours of 9 am and 5 pm, at:

- Toll-free: 1-800-282-1376
- Phone: (613) 995-8210
- Fax: (613) 947-6850
- TTY: (613) 992-9190

or by mail at:

- 112 Kent Street
- Place de Ville
- Tower B, 3rd Floor
- Ottawa, Ontario
- K1A 1H3

or on the Web at:

- <http://www.privcom.gc.ca/>