

Privacy Policy

Last updated: September 11, 2025

This Privacy Policy describes how Blossera Care (“we,” “us,” or the “Site”) collects, uses, and discloses your personal information when you visit, use our services, or make a purchase from www.blosseracare.com (the “Services”). “You” means any customer or visitor whose information we collect under this Policy.

By using the Services, you agree to the collection, use, and disclosure of your information as described below. If you do not agree, please do not use or access the Services.

Changes to this Privacy Policy

We may update this Policy from time to time to reflect changes to our practices or for operational, legal, or regulatory reasons. We will post the revised Policy on the Site and update the “Last updated” date, and take any other steps required by law.

How we collect and use your personal information

To provide the Services, we collect personal information from a variety of sources. The information we collect and how we use it depends on how you interact with us. In addition to the specific uses below, we may use information to communicate with you, provide the Services, comply with legal obligations, enforce our terms, and protect our rights and users.

Information we collect directly from you

Information you submit through the Services may include:

- Basic contact details (name, address, phone number, email).
- Order information (name, billing and shipping address, payment confirmation, email, phone).
- Account information (username, password, security questions).
- Shopping information (items you view, add to cart, or wishlist).
- Customer support information (details you include when contacting us).

Some features require certain information. You may choose not to provide it, but doing so may prevent you from using those features.

Information we collect through cookies and similar technologies

We automatically collect certain information about your interaction with the Services (“Usage Data”) using cookies, pixels, and similar technologies. Usage Data may include device and browser details, network connection information, IP address, and data about how you interact with the Site and your account.

Information we obtain from third parties

We may receive information from vendors and service providers who collect information on our behalf, such as:

- Commerce and site support (e.g., Shopify to power our store).
- Payment processors (to process your payments and fulfill orders).
- Analytics, email, fulfillment, shipping, and customer support tools.

When you visit our Site, open or click our emails, or interact with our Services or ads, we or our partners may automatically collect information using online tracking technologies (pixels, web beacons, SDKs, and cookies).

Any information we obtain from third parties is treated under this Policy. We are not responsible for third-party accuracy or their policies and practices. See Third-party websites and links below.

How we use your personal information

- Providing products and Services. To process payments, fulfill orders, send notifications about accounts, purchases, returns, and exchanges; create and manage accounts; arrange shipping; facilitate returns; and enable you to post reviews.
- Marketing and advertising. To send marketing and promotional communications (email, SMS, or postal mail) and show you product or service offers, including tailoring on our Site and other websites based on your preferences.
- Security and fraud prevention. To detect, investigate, and act on potential fraudulent, illegal, or malicious activity. If you register an account, you are responsible for keeping your credentials safe.
- Communications and support. To respond to inquiries, provide support, improve our Services, and maintain our relationship with you.

Cookies

We use cookies to power and improve our Site and Services (e.g., remember preferences), run analytics, and better understand user interaction. For Shopify's current cookie list, see: <https://www.shopify.com/legal/cookies>.

Most browsers accept cookies by default. You can remove or reject cookies via your browser controls. Blocking cookies may negatively impact your experience and some features may not work properly. Blocking cookies may not completely prevent information sharing with third parties such as advertising partners.

How we disclose personal information

We may disclose personal information in the following circumstances:

- Service providers. With vendors and third parties performing services for us (IT, payment processing, data analytics, customer support, cloud storage, fulfillment, and shipping).
- Business and marketing partners. Including Shopify, to provide services and advertising. Partners use your information per their own privacy notices.
- At your direction or with consent. For example, to ship products or through social media widgets or login integrations.
- Affiliates/corporate group. Within our corporate group to operate our business.
- Legal and business transfers. In connection with a business transaction (e.g., merger) or to comply with legal obligations (e.g., responding to subpoenas or lawful requests), enforce our terms, or protect rights and users.

Categories disclosed in the past 12 months:

- Identifiers (basic contact details, certain order/account info)
- Commercial information (order and shopping information, customer support information)
- Internet or network activity (Usage Data)

We do not use or disclose sensitive personal information for the purpose of inferring characteristics about you.

User-generated content

If you submit product reviews or other content to public areas of the Services, that content will be public. We cannot control who accesses it or how others use or share it, and we are not responsible for the privacy or security of information you make public.

Third-party websites and links

Our Site may link to websites or platforms operated by third parties. Please review their privacy and security policies. We are not responsible for the privacy, security, accuracy, or reliability of third-party sites. Our inclusion of such links does not imply endorsement.

Children's data

The Services are not intended for children, and we do not knowingly collect personal information from children. If you are a parent or guardian and believe a child has provided personal information, contact us using the details below to request deletion. We do not have actual knowledge that we "sell" or "share" personal information of individuals under 16 years of age.

Security and retention

No security measures are perfect, and information sent to us may not be secure in transit. Please avoid using unsecure channels to send sensitive information.

We retain personal information only as long as necessary to maintain your account, provide the Services, comply with legal obligations, resolve disputes, and enforce agreements.

Your rights and choices

Depending on where you live, you may have some or all of the following rights (subject to limits under applicable law):

- Access / Know the personal information we hold about you, including how we use and share it.
- Delete personal information we maintain about you.
- Correct inaccurate personal information.
- Portability—receive a copy of personal information and request transfer to a third party (in certain cases).
- Restrict processing in certain circumstances.
- Withdraw consent where we rely on consent.
- Appeal a decision if we decline a request (reply to our denial).
- Manage communications—opt out of promotional emails at any time via the unsubscribe link (we may still send non-promotional messages like order updates).

You can exercise rights where indicated on our Site or by contacting us (see Contact). We may need information to verify your identity (e.g., email or account details). You may designate an authorized agent to submit a request on your behalf; before accepting such a request, we may require written authorization and verification of your identity.

Global Privacy Control (GPC). Where required by law, we honor browser-based opt-out signals for “sale”/“sharing” or targeted advertising.

We will not discriminate against you for exercising your rights.

Contact

Email: hello@blosseracare.com

Mail: Blossera Care Inc., 255 Duncan Mill Rd, Unit 801, Toronto, ON M3B 3H9, Canada