



## Privacy Policy

Zagy Shoe Shop Ltd. knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This Privacy Policy covers the information practices of our website froddo.ca. The terms “we”, “us”, and “our” refer to Zagy Shoe Shop Ltd.

By visiting froddo.ca you are accepting the practices described in this Privacy Policy. This Privacy Policy operates in conjunction with our Terms of Service.

Froddo.ca may contain links to third-party websites. Zagy Shoe Shop Ltd. is not responsible for the information practices or the content of such third-party websites. We encourage you to review the privacy policies of third-party websites to understand their information practices.

### 1. What do we do with your information?

When you purchase something from our on-line store, as part of the buying and selling process, we collect the personal information you give us such as your name, address and email address.

When you browse our store, we also automatically receive your computer’s internet protocol (IP) address in order to provide us with information that helps us learn about your browser and operating system.

For the purpose of marketing and with your permission, we may send you emails about our store, new products and other updates.

### 2. Consent

#### How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit card, place an order, arrange for a delivery or return a purchase, we imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent, or provide you with an opportunity to say no.

#### How do I withdraw my consent?

If after you opt-in, you change your mind, you may withdraw your consent for us to contact you, for the continued collection, use or disclosure of your information, at anytime, by contacting us at froddo-DOT-canada-AT-yahoo-DOT-ca or mailing us at: Zagy Shoe Shop Ltd., 17 Formula Court, Toronto, Ontario, Canada M9B 6L4

### **3. Disclosure**

We may provide your information to other persons, but only where we have your consent. We may provide your information to our suppliers or agents who assist us in serving you (such as the shipping company).

We may disclose your personal information if we are required by law to do so or if you violate our Terms of Service.

### **4. On-line Store**

Our store is hosted on Ecwid Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

When a customer goes through the checkout, Ecwid sends the order information to the payment processor and then redirects the customer securely to the payment gateway's website page — this is, where he or she specifies their credit card information. When the payment is done, the payment processor sends a callback containing payment status information to Ecwid. So, a customer's payment information is processed completely on the payment processor side using a secure protocol and isn't stored or collected by Ecwid in any way.

In order to protect your data, our on-line store through Ecwid complies with these requirements:

- Use HTTPS connection for online checkout
- Don't store sensitive data on the server
- Use address verification system to verify customers' payment details

### **5. Payment**

Our on-line store payment gateway has been provided by Moneris Solutions. If you choose a Moneris Solutions payment gateway to complete your purchase, then Moneris Solutions stores your credit card data. It is encrypted through the Payment Card Industry Data Security Standard (PCI-DSS). Moneris Solutions payment gateway adheres to the standards set by PCI-DSS as managed by the PCI Security Standards Council. The Council's five founding global payment brands -- American Express, Discover Financial Services, JCB International, MasterCard, and Visa Inc. -- have agreed to incorporate the PCI DSS as the technical requirements of each of their data security compliance programs.

PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers.

### **6. Third Party Services**

In general, the third-party providers used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

However, certain third-party service providers, such as payment gateways and other payment transaction processors, have their own privacy policies in respect to the information we are required to provide to them for your purchase-related transactions.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

In particular, remember that certain providers may be located in or have facilities that are located a different jurisdiction than either you or us. So if you elect to proceed with a transaction that involves the services of a third-party service provider, then your information may become subject to the laws of the jurisdiction(s) in which that service provider or its facilities are located.

Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

Our store may use Google Analytics to help us learn about who visits our site and what pages are being looked at.

## **7. Security**

To protect your personal information, we take reasonable precautions and follow industry best practices to make sure it is not inappropriately lost, misused, accessed, disclosed, altered or destroyed.

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

## **7. 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. Our website and on-line store hosts use cookies to increase robustness 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 to improve functionality and in some cases, to provide visitors with a customized online experience.

If you would like to browse froddo.ca website, you may do so without accepting cookies.

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.

## **8. Age of Consent**

By using this site, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

## **9. Changes to this Privacy Policy**

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on our website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

## **10. Questions and Contact Information**

If you would like to access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information contact our Privacy Compliance Officer froddo-DOT-canada-AT-yahoo-DOT-ca or mailing us at: Zagy Shoe Shop Ltd., 17 Formula Court, Toronto, Ontario, Canada M9B 6L4