

Access

You have the right to access your personal information that you entrusted to us. You may also request correction of any inaccurate or incomplete information.

To access your information, a written request should be sent to the Salon Manager of the Fiorio Salon where your personal information is maintained.

Questions or Concerns

Please contact your Salon Manager with any questions, concerns, or to access your personal information.

For more information, assistance, or to file a complaint, please contact in writing:

Privacy Officer
Fiorio International
108A Cumberland Street
Toronto, Ontario
M5R 1A6

or email:

info@fiorio.com

Privacy Commissioner's Office

You may also contact the Office of the Privacy Commissioner of Canada between the hours of 9 a.m. and 5 p.m.:

Toll-free: 1.800.282.1376

Phone: 613.995.8210

Fax: 613.947.6850

TTY: 613.992.9190

or by mail:

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

or on the web:

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

FIORIO™

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Privacy Policy

FIORIO™

At Fiorio, we recognize your right to privacy of your personal information¹. To serve you better, we need to collect and use such information. For this reason, we created our privacy policy which outlines our commitment to collect, use, retain, and protect your personal information in accordance with PIPEDA².

Ensuring the accuracy, confidentiality, responsible use, and security of your personal information ultimately rests with the Salon Manager of each Fiorio location, who is governed by Fiorio policies and the law.

Type of Information Collected

When you visit our salon, we collect:

Name
Mailing Address
Phone Number
Email Address
Date of Birth
Purchase History
Product/Service Preferences
Customer Satisfaction Info
Opinions About Products and Services

When you visit our spa, we also collect:

Medical Conditions (including allergies and medical history)

When you visit our website, we also collect:

Information About Your Computer
Which Pages You Visit On Our Site (including what links you click on)

How Information Is Used

The main reasons we collect and use³ your personal information are:

To identify you individually
To complete a service or transaction with you
To contact you with regards to your appointment
To deliver products directly to you
To limit the possibility of error and fraud

We use your personal information for other, secondary reasons, including:

Marketing
Customer Service
Loyalty and Referral Programs
Customer Relationship Management
Health

Consent

When you provide us with personal information, you are consenting⁴ to our collecting it and using it for the reasons listed in this brochure.

How do you opt out?

A guest may withdraw their consent at any time. When you fill out our Guest Information Form, there are boxes that you can check off if you do not want to provide that information for the purposes listed on the form.

Disclosure

We do not disclose⁵ personal information for purposes other than those for which it is collected, except with the consent of the guest, or when the use or disclosure is authorized by the Act or required by law.

We do not sell or rent your personal information to third parties except as permitted by law.

Accuracy

It is our responsibility to keep our information as accurate, complete and up to date as necessary.

We may ask you to verify your personal information, such as your phone number, with each visit to ensure the accuracy of your account.

Safeguards

We protect your personal information using physical measures, technological tools, and organizational controls. These safeguards protect personal information against loss, theft, unauthorized access, disclosure, or misuse, regardless of the format in which it is held.

¹Personal information includes any factual or subjective information, recorded or not, about an identifiable individual.

²Personal Information Protection and Electronic Documents Act.

³Use refers to the treatment and handling of personal information within an organization.

⁴Consenting is voluntarily agreeing with what is being done or proposed. Consent can be either expressed or implied.

⁵To disclose is to make personal information available to others outside the organization.