

VIVA Privacy Policy

Introduction

We are committed to protecting your privacy and handling your personal information with transparency, care, and in accordance with applicable data protection laws.

Information We Collect

We may collect the following types of personal information:

- **Contact details** (such as name, email address, phone number, and company name)
- **Business information** (such as inquiry details, order history, or project specifications)
- **Technical data** (such as IP address, browser type, device information, and website usage)
- **Marketing preferences and communication history**

We collect this information when you interact with us—for example, when you contact us, request a quote, place an order, or visit our website.

Legal Basis for Processing

We process personal information based on:

- Your consent
- The need to fulfill a request or contract
- Our legitimate business interests, such as improving our services and customer experience
- Compliance with legal obligations

Cookies and Tracking Technologies

We use cookies and similar technologies to improve your experience and understand how our website is used. These may include:

- Essential cookies (required for site functionality)
- Analytics cookies (to help us understand site usage)
- Marketing cookies (to support our communications, where applicable)

Effective Date: April 13, 2026

Last Updated: April 13, 2026

You can manage or disable cookies through your browser settings. Please note that some features of the site may not function properly without them.

Sharing of Information

We may share your personal information with trusted partners, including:

- Service providers (such as logistics partners, IT systems, and CRM platforms)
- Business partners involved in fulfilling your requests or orders

These partners are required to protect your information and use it only for the purpose it was shared.

We do not sell your personal information.

Data Retention

We retain personal information only as long as needed to fulfill the purposes outlined in this policy, or to meet legal, accounting, or reporting requirements.

Your Rights

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

- Access the personal information we hold about you
- Request corrections to your information
- Request deletion of your data
- Withdraw consent where applicable
- Object to or restrict certain types of processing

To make a request, please contact us using the details below.

International Data Transfers

As a global business, your information may be processed or stored outside your home jurisdiction, including in Canada, the United States, or other regions where our partners operate.

We take appropriate steps to ensure your information remains protected.

Data Security

We use appropriate technical and organizational safeguards to protect your information, including secure systems and controlled access.

While no system is completely secure, we take reasonable steps to protect your data.

Children's Privacy

Our services are not intended for individuals under the age of 16, and we do not knowingly collect personal information from children.

If we become aware that such information has been collected, we will delete it promptly.

Contact Us

If you have questions about this policy or would like to exercise your rights, please contact our Privacy Officer:

VIVA Healthcare Packaging

Email: info@vivacan.com

Address: 1663 Neilson Road, Toronto, ON M1X 1T1