

Big Bear Tools Privacy Policy

Effective Date: February 5, 2025

Big Bear Tools (“we,” “us,” or “our”) respects your privacy and is committed to protecting the personal information you provide to us. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you visit our website (www.bigbeartools.com) or interact with our services. By using our website, you agree to the terms of this Privacy Policy.

1. Information We Collect

We collect the following types of personal information from online store users: - **Contact Information:** Name, email address, phone number, and mailing address. - **Payment Information:** Credit card details or other payment methods for order processing.

2. How We Collect Information

We collect personal information through: - Placing orders or making purchases. - Subscribing to newsletters or marketing communications. - Submitting inquiries via contact forms.

3. Use of Personal Information

We use the information we collect for the following purposes: - To process and fulfill your orders. - To communicate with you about your account or transactions. - To send promotional materials or updates (with your consent). - To improve our website functionality and services. - To comply with legal obligations.

4. Sharing of Personal Information

We may share your personal information with: - **Service Providers:** Third-party vendors who assist in payment processing, shipping, marketing, or IT support. - **Legal Authorities:** When required by law or to protect our rights. - **Business Transfers:** In case of mergers, acquisitions, or asset sales.

We ensure that any third parties handling your data adhere to strict confidentiality and data protection standards.

5. Storage and Retention

Your personal information is stored securely on servers located in Canada. We retain this data only as long as necessary for business purposes or as required by law (e.g., tax compliance).

6. Your Rights

You have the following rights regarding your personal information: - Access: Request a copy of the personal data we hold about you. - Correction: Update inaccurate or incomplete information. - Withdrawal of Consent: Opt-out of marketing communications at any time. - Deletion: Request deletion of your personal data (subject to legal obligations).

To exercise these rights, please contact us at beartalk@bigbeartools.com.

7. Cookies

Our website uses cookies for the shopping cart. You can manage cookie preferences through your browser settings.

8. Data Security

We implement appropriate technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction:

- **Encryption:** All sensitive data is encrypted using SSL/TLS protocols during transmission.
- **Secure Payment Processing:** Our payment gateway, Converge, uses tokenization and complies with PCI DSS standards to safeguard payment information.
- **Secure Shopping Cart:** Transactions are handled through Foxy, a PCI-compliant platform with robust fraud prevention tools.
- **Access Controls:** We enforce strict access controls and regularly update our systems to maintain security.

By leveraging Converge and Foxy's secure technologies, we ensure your data is protected at every step.

9. International Data Transfers

If your data is transferred outside Canada (e.g., to third-party service providers), we ensure that it is protected in compliance with PIPEDA regulations.

10. Children's Privacy

Our website is not intended for individuals under the age of 18. We do not knowingly collect personal information from minors without parental consent.

11. Updates to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. The "Effective Date" at the top will indicate the latest revision.

12. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal information, please contact us at:

Big Bear Tools

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