

PRIVACY STATEMENT

HUBBLE® cares a whole lot about your eyes and thanks you for coming to ca.hubblecontacts.com (the “Website”) for your contact lenses; we hope you enjoy your HUBBLE contacts and return many times. Your privacy is also very important to us and we want you to be just as happy with the ways we use your information as you are with your HUBBLE contacts. This Privacy Statement will tell you everything you need to know about how we use and secure that information and the opportunities you have to direct that use. But we want to assure you right from the start—we treat your information exactly how we would want someone to treat ours—we do not sell it to third parties and we do our very best to keep it secure.

WHAT INFORMATION DOES HUBBLE COLLECT?

When you place an order with us you will provide the customary information needed to properly confirm and fill that order—your name, mailing address, telephone number, email address, credit card information, and, of course, your valid, non-expired contact lens prescription (“Personal Information”).

To be perfectly transparent (that is not awful contact lens humor but rather an indication that the whole point of this Policy is to inform you), you will actually provide your Personal Information to us and also to Shopify, whose ecommerce software is integrated into the Website. So, the use and storage of Information held by Shopify is also governed by Shopify’s applicable terms of service and privacy policy. While we think Shopify is topnotch, you may want to review their documents if you have any concerns.

We also use a third-party payment processor and subscription manager. If you want any information about them (or any other third-party service providers) just email us as provided below.

Information about your computer hardware and software may be automatically collected by HUBBLE. This information is collected passively using various technologies, and is not directly identifiable with you, and may include: your IP address, browser type, access times and referring website addresses. We use this information to optimize your experience with HUBBLE and the Website and to provide general statistics regarding use of the Website. We also use “cookies” on the Website. A cookie is a piece of data that is automatically stored on your hard drive to help us streamline your access to the Website and identify repeat visitors. Cookies can also enable us to track and target your interests to enhance your Website experience. A cookie does not identify you personally but it does identify your computer.

HOW DOES HUBBLE USE THAT INFORMATION?

Let’s start by saying HUBBLE does not sell, rent, or lease our customer lists to third parties. It’s just that simple, no exceptions.

HUBBLE does use your Personal Information to fill any orders you place. We also use it to send you confirmation of your order and/or contact you if we have any questions regarding the order, or to respond to your inquiries.

If you place an order for HUBBLE contacts, we may ask for the name of your eye care professional and/or a copy of your prescription issued by him/her in order to verify the information you provide to us. It's all part of being sure you will be totally happy with your contacts.

HUBBLE may share data with trusted service providers that help us perform services in connection with the operation of the Website, such as payment processing and authorization, or arranging for deliveries of your contacts (we mentioned these folks already). All such third parties are prohibited from using your personal information except to provide these services to you and HUBBLE. They are required to maintain the confidentiality of your information using the same stringent standards that we use. If you want additional information about them and their specific terms of use and privacy policies, please email us as specified below (or, in the case of Shopify, see Shopify's website terms of use and privacy policy).

We may also disclose your Personal Information in connection with a corporate restructuring, sale or assignment of assets or merger or at the request of government regulators or as otherwise required by law. That's a bit of a mouthful but we think it's important to be thorough.

HOW DOES HUBBLE SECURE MY INFORMATION?

HUBBLE (and the third-party service providers that help us with the processing of your order) employ industry-standard data collection, storage and processing practices and security measures to strive to protect against any unauthorized access to or disclosure of your Personal Information stored either on the Website or by a third-party service provider. We do so by using secure sockets layer (SSL) technology to provide you with a safe, secure shopping experience. SSL technology encrypts Personal Information, including passwords and credit card numbers, during your online transactions. Use of tokens in place of your credit card information adds an important extra measure of security. If the URL in your browser starts with https:// instead of http:// then you are on an SSL-secured site/page.

Unfortunately, no method of security or combination of methods is foolproof, but we will always strive to do our best and to work with third party service providers that strive to do the same. That is our promise to you.

CHILDREN'S PRIVACY

The Website is not directed at children. HUBBLE does not solicit or knowingly collect Personal Information from children under the age of 13 without the verifiable permission of a parent or guardian. If we learn that a child under the age of 13 has provided Personal Information without the consent of a parent or guardian, we will take all reasonable steps to delete that information from our databases (or advise any third-party service provider to do so). Should you become aware that we have collected Personal Information from a child under the age of 13 without the requisite permission, you may contact us as provided below.

WHERE DOES HUBBLE STORE MY INFORMATION?

We will keep the Personal Information that we collect at our offices in the United States or will retain it using the systems of our third-party service providers, as applicable. All Personal Information stored in the United States is subject to the laws of the United States, and may be disclosed to the governments, courts or law enforcement or regulatory agencies pursuant to United States laws. For more information about where we store your Personal Information, or our policies and practices regarding service providers, contact our Privacy Officer.

ACCURACY AND ACCESS REQUESTS

We will take reasonable steps to update or correct Personal Information in our possession that you have previously submitted via the Website (and will transmit the amended information to third parties having access to your Personal Information, as required). However, we will not routinely update your Personal Information, unless such a process is necessary. We expect you, from time to time, to supply us with written updates to your Personal Information (such as your mailing address), when required. To keep your Personal Information accurate, current, and complete, please contact us as specified below.

At any time, you may request access to your Personal Information or information about our handling of your Personal Information. You can challenge the accuracy or completeness of your Personal Information in our records. We will attempt to respond to each of your written requests not later than 30 days after receipt of such requests. We will advise you in writing if we cannot meet your requests within this time limit. You have the right to make a complaint to the Privacy Commissioner of Canada or applicable provincial privacy commissioner in respect of this time limit.

OPT-OUT AND UNSUBSCRIBE

If you do place an order with HUBBLE we will send an email to you to confirm your first order (that wonderful free box).

CHANGES TO OUR PRIVACY STATEMENT

We have to keep up with the times and HUBBLE must reserve the right to amend this Privacy Statement at any time. Any amendment will be made by posting a notice on the Website or by sending you notice through the Services, via e-mail or by another appropriate means of electronic communication. Your continued use of the Website after such a posting or sending of notice means you have accepted those changes and use of Personal Information is governed by the Privacy Statement in effect at the time the Information is collected.

ANY QUESTIONS?

We hope we have told you everything you need to know to feel as happy about our handling of your Personal Information as you feel about your HUBBLE contacts. But if you have any questions or need any further information, please contact our Privacy Officer at:

privacy@hubblecontacts.com.

Vision Path, Inc.
1841 Broadway
Suite 300
New York, NY 10023
Attention: Privacy Officer

Privacy Statement last modified as of January 22, 2018.