

Because privacy. We care about your privacy. This policy is intended to help you understand what information we collect about you, why we collect it, rights you may have and how to exercise those rights. On this page, for each element of our privacy policy, you'll find a heading, summary, and comprehensive statement describing our privacy practices.

YOUR PRIVACY (IN SHORT)

What?

We collect information about your identity, account information, purchase information and information about your use of our services.

Why?

To better serve you, answer your questions, process your purchases, make you personalized offers, manage our website or applications.

Who else?

Third-parties such as suppliers who help us with hosting, support, maintenance, mail delivery services, text messaging services, data analysis & cleansing, website evaluation, advertising, marketing activities, product customization, fraud protection and risk reduction, and payment processing and authorization will have access to certain information.

How?

When you browse our websites, download one of our mobile applications or interact with us, we collect certain information about you.

Where?

We are located in Canada, but some of our suppliers or affiliates may have access to your information outside of Canada.

What are your rights?

You have privacy rights, for example, the right to request access or correction of this information by writing to us at dpo-rprp@essilor.ca.

Last update: April 30, 2025

Cookies

We use cookies to facilitate navigation, save your preferences and improve our services.

To change your cookie preferences, click [here](#).

To see our cookie policy, [click here](#).

Your consent

You have the right to withdraw your consent at any time, but this may prevent us from offering certain services.

When you provide us with personal information via our website, mobile applications, or any other service that involves the transmission of personal information, you agree that such information will be handled as described in this policy. In some cases, we will ask you to express your consent in an affirmative way.

Last update: April 30, 2025

Privacy Policy

This Policy describes how **EssilorLuxottica** (this includes EssilorLuxottica Canada inc. and its subsidiaries) collects, uses, shares, holds and destroys your personal information or any other websites that link to this Policy (collectively we will refer to them as "**Sites**"). Other EssilorLuxottica websites, products and services may have their own privacy policies.

If you are under the age of consent under the laws where you live, please do not provide us your personal information without the explicit consent of a parent or guardian. If you are a parent or guardian and believe that your children may have provided us their personal information, please contact us using the contact details in the How to contact us? section.

This policy does not apply to websites operated by third parties over whom we have no control. If you follow a link to a third party site, the privacy policy of that third party site will apply. We are not responsible for their privacy policies, procedures or practices. We encourage you to review these policies before submitting personal information to these third party sites.

What is personal information?

Personal information may, alone or with other information, allow you to be identified or individualized. For the purpose of this policy, personal information is any information about an identifiable individual. For example, name, credit card information or purchase history are personal information.

How do we collect your personal information?

When you use our Sites or our services, you may provide us with personal information through a variety of methods, including the following:

- When you subscribe to our newsletter
- When you make a purchase online, by email, or by telephone
- when you complete a survey
- when you communicate with us, through customer service communications, including our online chat features
- when you sign up at an event
- when you submit a business reply
- when you post material to the Sites, such as through product reviews
- when you interact with us for any other purpose.

We may also collect certain information automatically when you use our Sites, as described below in our cookie policy.

Last update: April 30, 2025

What personal information we collect about you and why?

We only collect the personal information we need to provide our products and services. The type of information we collect will vary depending on the situation or which service you request.

> Contact information

What do we collect?

- Name
- Email address
- Other contact information

Why?

- Communicate with you
- Provide you with the products and services you request
- Send you information about our products and services

> Purchase information

What do we collect?

- Purchased items
- Credit card information
- Gift card information
- Other payment information

Why?

- To process your payment
- To process your purchase
- To deliver your purchase
- To process a refund, at your request

> Account information

What do we collect?

- Username and password
- Email address
- Delivery information
- Purchase history and other website usage data

Why?

- To access our online services and promotions
- To process your payment more efficiently
- Administer your account
- Send you promotional communications, from time to time.

To learn how to unsubscribe to our communications, by writing to us at dpo-rprp@essilor.ca

› **Website usage information**

What do we collect?

- IP address
- Language preference
- Browser type and configuration
- Operating system
- Pages viewed
- Length of visits
- Geographical information
- Device information

Why?

- Monitor and secure our websites and Sites
- Understand traffic
- Improve our products and services
- If you activate those parameters, we may use additional marketing cookies.

To learn more about our use of cookies and other similar technologies, [click here](#).

› **Communication information**

Last update: April 30, 2025

What do we collect?

- Contact information
- Content of the message
- Other information you communicate to us

Why?

- To respond to your communication

› **Job application information**

What do we collect?

- Educational background
- Employment history
- References
- Other relevant information you provide in your application

Why?

- To analyze and make an employment decision

› **In general...**

We may exceptionally need to use your personal information to

- Meet our legal obligations
- Prevent cyber threats and fraud
- Respond to requests, warrants and orders from courts and other agencies
- Protect your rights and interests and ours
- Cooperate in legal proceedings or investigations

With whom do we share your personal information?

We may share your personal information with service providers or other third parties. To do so, we take reasonable steps to ensure that they agree to comply with all applicable privacy laws.

Category of third party	What they do
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Last update: April 30, 2025

Service providers

We use service providers to process personal information on our behalf.

Categories of service providers handling your personal information include

- Hosting, infrastructure and storage providers
- Payment processing services
- Communications services
- Analytical services
- Online engagement
- Ad conversion tracking and personalized content
- Text messaging services Fraud protection and risk mitigation
- Product customization
- Order fulfillment and shipping
- Website evaluation services
- Marketing services

Last update: April 30, 2025

Social media, advertising and analytics partners We may share information about your use of our site with social media, advertising and analytics partners who may combine it with other information that you have provided to them or that they have collected from your use of their services.

Partners include

- Google Analytics
- Adobe Analytics
- Social networks
- Image-sharing networks
- Video-hosting platforms
- Affiliate partners

Affiliated companies We may share personal information with our affiliated companies to the extent permitted by applicable law, for compliance with applicable internal policies and security standards or to process personal information on their behalf.

We may also share your personal information where the law requires or allows us to do so, for example, to prevent fraud or prevent an emergency involving danger of death or serious harm, or in response to a government investigation or other lawful request.

Where do we keep your personal information?

Last update: April 30, 2025

We usually store your personal information in Canada. But sometimes we might need to store it in other countries or wherever we work with other companies to provide services.

Your personal information may be sent to other countries, provinces or states that have different privacy rules than the ones where you live. These places might have to share your information with their government or law enforcement agencies.

But, no matter where your information goes, we will follow this Policy and Canadian and other provincial privacy laws to keep it safe.

How long do we keep your personal information?

We will keep your personal information for as long as we need it for the purposes described in this policy, to comply with our legal obligations, to resolve disputes or to enter into agreements with our customers or partners.

You can withdraw your consent to our use and disclosure of your personal information by sending an email at dpo-rprp@essilor.ca.

How do we protect your personal information?

Security measures

We have put in place physical, administrative and technical safeguards to protect the confidentiality and security of the personal information we hold, including to prevent unauthorized access.

We maintain reasonable and appropriate safeguards to help protect your personal information from loss and from unauthorized acquisition. We monitor activity on our Site to prevent any unauthorized disclosure of information. In addition, we utilize a licensed system for credit card authorization and fraud detection.

Last update: April 30, 2025

Disclaimer

However, no security measure is absolute or fully guaranteed. If you have reasons to believe that your interaction with us is no longer secure (for example, if you believe that the information you have provided to us has been compromised), please contact us immediately at the address listed in the [How to contact us?](#) section.

What are your rights regarding personal information?

You have rights regarding your personal information. These rights may change depending on where you are located, and they may not apply to all types of personal information. Most individuals have the following rights:

Access, deletion and rectification

You may access the personal information we hold about you and, where appropriate, request that we rectify it as permitted or required by law or provide written comments. You may also request the deletion of outdated or inappropriate information.

To learn more about your rights under Canadian and Quebec laws, please visit the following links for [Canada](#) and [Quebec](#).

Consent withdrawal

You may also withdraw your consent to the use and disclosure of personal information collected about you. However, we may no longer be able to provide you with our products or services.

To exercise your rights, you can contact our Privacy Officer at dpo-rprp@essilor.ca. We may ask you for identification to ensure that it is you.

How to contact us?

Our Privacy Officer will respond to your requests for access or correction and handle complaints you may have about our privacy practices.

Last update: April 30, 2025

If you have any questions or comments about this Policy or the protection of your personal information, please contact our Privacy Officer at

Privacy Officer

EssilorLuxottica Canada Inc.
371, Deslauriers St, St-Laurent (QC) H4N 1W2
dpo-rprp@essilor.ca

Will we update this Policy?

Yes, we will update this Privacy Policy. There are many reasons why we may change this policy, such as a legislative change or a change in how we collect, use, or disclose your personal information.

We may modify this policy from time to time. If we change this policy, we will advise you by posting a notice on our Sites. If you continue to use our services, you will be deemed to accept these changes. This policy is current as of the “last update” date which appears at the top of this page.

Last update: April 30, 2025

Cookie Policy

We would like to inform you in a simple, clear and transparent manner about our use of cookies and similar technologies before you browse our site.

When does this policy apply?

This Policy describes the personal information that we may collect through our site, and how we use it. Please read it along with our website privacy policy, which is available [here](#).

What are cookies?

A cookie is a very small text document stored on your computer or other device (and maintained by your browser) when you visit a website. It often includes a randomized unique identifier so that a website can “recognize” this cookie again on your next visit. Cookies allow the functioning of websites, improve browsing, or provide certain information to website owners, particularly in terms of audience measurement.

Cookies do not cause any damage to your device, but they facilitate, for example, finding preferences, pre-filling certain fields or adapting the content of the services on the visited site. Such data allows us to improve the ergonomics of our site and our services according to your interests.

What is interested-based advertising, and do we conduct any?

Applicable laws may require us to disable by default, and seek your permission to activate, technological functionalities that enable us to locate, identify or profile you. If they apply, we will comply with these requirements.

Interest-based advertising (also known as targeted or behavioral advertising) means that we take note of your preferences and interests through cookies or otherwise, and then use them to show you advertising and marketing materials that are relevant to you (based on those preferences and interests).

Without interest-based advertising, you would still be getting ads when browsing the Internet. However, these ads would not be personalized based on your preferences and interests – and so, they would be less relevant to you, and less effective for us.

We perform interest-based advertising. For instance, we use partners to provide you with ads based on your browsing history and search requests and to provide you with personalized ads based on your viewing content.

Do we use cookies, and why?

We install our own cookies and third party cookies on your browser or device through our site. Some of these cookies are uninstalled automatically at the end of your

Last update: April 30, 2025

browsing session. Others are persistent, which means that they remain installed for up to 24 months unless you uninstall them.

We use cookies for our site to function as intended, to conduct marketing, to analyze our performance and to ensure that our websites are secure. Cookies are also useful to identify bugs and errors.

We collect cookies in each of the following:

Essential Cookies: Essential cookies are necessary to operate the core functions of our websites. These include login cookies, session ID cookies, language cookies as well as security cookies.

Functional Cookies: Functional cookies are used to provide you with certain website functionality, and to remember website preferences, consents, and configurations.

Analytical Cookies: Analytical cookies are used to generate aggregated statistical data about traffic and behavior of our websites' users. For instance, we use cookies to determine how visitors use our websites, such as with the number of visitors, from where our visitors come from on the web, the pages they visited and how much time was spent on our websites. We only see this data in an aggregated and traffic-based format, and we cannot see each visitor's data individually.

Marketing Cookies: We use marketing cookies to serve you ads and marketing materials that better align to your interests.

The cookies we use may be deposited either directly by our site and therefore managed by us (*first-party cookies*); or by partners and service providers, which are therefore managed by third parties (*third-party cookies*).

How can you manage your cookie preferences?

From time to time, you will be given the opportunity to allow all cookies, to accept only some cookies, or to reject all cookies (via a cookie banner). The latter option may result in certain personalized services not being provided and you may not be able to take full advantage of all the features offered by our Sites.

Some cookies and other tracking devices will be disabled by default, which means that we will seek your permission to activate them. It includes technological functionalities that enable us to locate, identify or profile you.

You can manage your cookie preferences through your browser, such as by uninstalling and blocking certain cookies. Click on your browser below to obtain instructions.

- [Google Chrome](#)
- [Firefox](#)
- [Safari](#)
- [Microsoft Edge](#)

Last update: April 30, 2025

- [Opera](#)
- [Brave](#)

You can install the [Google Analytics opt-out browser add-on](#), which prevents the Google Analytics JavaScript (ga.js, analytics.js and dc.js) from sharing information with Google Analytics about visits activity. For more information on the privacy practices of Google, please visit the [Google Privacy & Terms](#).

Some of the cookies that we use are essential or recommended for the use of our websites and services, and you may not be able to access and use all the services without these cookies.

How to contact us?

Our Privacy Officer will respond to your requests for access or correction and handle complaints you may have about our privacy practices.

If you have any questions or comments about this policy or the protection of your personal information, please contact our Privacy Officer at

Privacy Officer

EssilorLuxottica Canada Inc.
371, Deslauriers St, St-Laurent (QC) H4N 1W2
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