

Introduction

Cosmic College of Cosmetology & Healthcare (“Cosmic College”, “we”, “our”, “us”) is committed to protecting the privacy of individuals who visit our website, submit an inquiry, apply to our programs, or otherwise interact with us online. This Website Privacy Policy explains how we collect, use, disclose, retain, and safeguard personal information through our website and related online services (the “Site”).

This Policy is designed to reflect the principles of Canada’s private-sector privacy framework (including the Personal Information Protection and Electronic Documents Act (PIPEDA)) and related best practices. Where a separate privacy notice or policy applies (for example, student records, clinic/client records, financial aid, or third-party payment processing), that notice/policy will govern for that specific context.

Scope

This Policy applies to personal information collected through:

- www.cosmiccollege.ca and any pages, forms, portals, or microsites we operate that link to this Policy; and
- communications and interactions initiated through the Site (e.g., inquiry forms, email links, call-back requests).

This Policy does not apply to third-party websites or services that may be linked from our Site (including payment processing providers). We encourage you to review the privacy terms of any third-party site you visit.

Definitions

“Personal information” means information about an identifiable individual, alone or combined with other information. Personal information does not include aggregated or anonymized data that cannot reasonably be linked to an individual.

“Sensitive information” includes information that, by its nature or context, requires a higher degree of protection (e.g., government identifiers, financial details, health-related information, or information about minors).

Accountability and Contact

Cosmic College is responsible for personal information under its control, including information handled by service providers acting on our behalf.

If you prefer to submit a privacy request in writing, include your name, contact details, the nature of your request, and sufficient information for us to locate the records (where applicable).

What We Collect

We collect information in three primary ways: (1) information you provide directly, (2) information automatically collected through your browser/device, and (3) information collected through cookies and similar technologies.

1) Information you provide directly

Depending on how you use the Site, you may provide:

- Identification and contact details (e.g., name, email address, phone number, mailing address);
- Inquiry and application information (e.g., program(s) of interest, prior education, scheduling preferences);
- Account/portal information (e.g., username, log-in details, authentication information where applicable);
- Communication content (e.g., questions, comments, call-back requests);
- Payment-related information, where you choose to pay online (note: credit-card transactions are typically processed by a third-party provider and you will be redirected to that provider's secure platform).

2) Information automatically collected

When you visit the Site, we may automatically collect:

- IP address, general location information derived from IP (city/region level), device identifiers;
- Browser type and settings, operating system, and language preferences;
- Date/time of visits, pages viewed, links clicked, and referring/exit pages;
- Basic diagnostic and performance data to help maintain and secure the Site.

3) Cookies and similar technologies

We may use cookies, pixels, and similar technologies to support Site functionality, understand usage, and improve performance. These may include "session cookies" (deleted when you close your browser) and "persistent cookies" (remain until deleted or expire).

How We Use Personal Information

We use personal information for purposes that a reasonable person would consider appropriate in the circumstances, including:

- To respond to inquiries, requests for information, and admissions-related questions;
- To provide and administer services you request through the Site (e.g., brochures, call-back requests);
- To manage accounts/portals where applicable and to authenticate users;
- To improve the Site's content, navigation, accessibility, and performance;
- To understand demand for programs and services and support planning and quality improvement;
- To communicate important administrative information (e.g., updates related to your inquiry or application);
- With your consent, to send newsletters, updates, and marketing communications about programs and services;
- To detect, prevent, and investigate fraud, security incidents, and misuse of the Site;
- To meet legal, regulatory, and accreditation-related obligations (where applicable).

We do not sell personal information.

Consent and Your Choices

Consent

We obtain consent where required by law and as appropriate to the sensitivity of the information and the purposes for which it is collected, used, or disclosed. Consent may be express (e.g., a checkbox on a form) or implied (e.g., when you request information and we use your contact details to respond). You may withdraw consent, subject to legal or contractual restrictions and reasonable notice.

Marketing communications

If you opt in to marketing communications (or where permitted by law), you may unsubscribe at any time using the unsubscribe mechanism included in our emails or by contacting us. We will action unsubscribe requests promptly and within applicable timelines.

Telephone contact preferences

If you request that we not contact you by telephone, we will respect that preference. If a call is needed to address your inquiry, we will request permission first.

Cookies, Analytics, and Advertising Technologies

We may use cookies and similar technologies to:

- enable core Site functions;
- remember preferences (where applicable);
- measure Site performance and understand how visitors use the Site; and
- support communications and marketing activities (where applicable).

You can control cookies through your browser settings and, where available, through cookie preference tools on the Site. If you disable cookies, some Site features may not function properly.

If we use third-party analytics or advertising providers, those providers may set or read cookies and collect information about your use of the Site in accordance with their own privacy policies. Where required, we will seek consent before enabling non-essential cookies.

Disclosures and Sharing

We may disclose personal information in the following circumstances:

- **Service providers:** to vendors who provide services on our behalf (e.g., website hosting, IT support, analytics, communications platforms, document management, payment processing). Service providers are authorized to use personal information only as necessary to provide services to us and are expected to protect it with appropriate safeguards.
- **Legal and regulatory:** to comply with applicable laws, lawful requests, court orders, or regulatory requirements.
- **Protection and safety:** where necessary to protect the rights, property, or safety of Cosmic College, our students, visitors, staff, or others, or to prevent or investigate wrongdoing.
- **Business operations:** in connection with a corporate transaction (e.g., restructuring) where permitted by law, subject to appropriate confidentiality protections.

We do not disclose personal information to third parties for their own direct marketing purposes without your consent.

Cross-Border Processing and Storage

Personal information collected through the Site is generally stored and processed in Canada, but in some cases may be processed by service providers in other jurisdictions. When personal information is processed outside your province or outside Canada, it may be subject to the laws of that jurisdiction and may be accessible to law enforcement or government authorities in accordance with those laws.

By using the Site and providing information to us, you understand that your personal information may be transferred to, stored in, and processed in Canada and potentially other jurisdictions, as required to deliver services and operate the Site.

Retention and Disposal

We retain personal information only as long as necessary for the purposes described in this Policy, unless a longer retention period is required or permitted by law (including for regulatory, accreditation, audit, or dispute-resolution purposes).

When personal information is no longer required, we securely destroy, delete, or anonymize it in accordance with our retention and disposal practices.

Security Safeguards

We use administrative, technical, and physical safeguards appropriate to the sensitivity of the information, which may include:

- access controls and authentication mechanisms;
- staff confidentiality expectations and role-based access;
- encryption in transit (e.g., SSL/TLS) where applicable;
- firewall and security monitoring tools; and
- secure storage and vendor management practices.

No method of transmission or storage is completely secure. We cannot guarantee absolute security, but we work to prevent loss, misuse, unauthorized access, disclosure, alteration, or destruction.

Privacy Breach Response

If we experience a privacy breach involving personal information under our control, we will take steps to contain and investigate the incident, reduce the risk of harm, and comply with any applicable notification and reporting requirements.

Access, Correction, and Requests

You may request access to, correction of, or updating of certain personal information we hold about you, subject to legal exceptions. To make a request, contact us using the information in the “Accountability and Contact” section. We may require identity verification to protect your information.

Children and Minors

The Site is not directed to children under 16 and we do not knowingly collect personal information from children under 16 through the Site. If you believe a child has provided us with personal information through the Site, contact us and we will take reasonable steps to remove it, subject to legal requirements.

Third-Party Links

The Site may include links to third-party sites. We are not responsible for the privacy practices of those third parties. Review the privacy policies of third-party sites before providing them with personal information.

Changes to This Policy

We may update this Policy from time to time to reflect changes in our practices, technology, legal requirements, or operational needs. The updated version will be posted on the Site with a revised “Effective Date.” Your continued use of the Site after an update means the revised Policy applies to information collected after the posting date.

Effective Date: January 1, 2026