

Bempro Global Group Inc. Privacy Policy

Last Updated: Revised from November 13, 2025)

1. Introduction

Bempro Global Group Inc. ("Bempro," "we," "our," or "us") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with:

- The Personal Information Protection and Electronic Documents Act (PIPEDA),
- Ontario Consumer Protection and Electronic Commerce legislation, and
- Canadian Anti-Spam Legislation (CASL).

By using our website, online web portals, or services, you consent to the practices described in this Privacy Policy.

2. What Type of Information Do We Collect?

We collect both personal and non-personal information when you interact with our website or portals.

Personal Information may include:

Name, company name, and job title
Business address, email address, and phone number
Login credentials (username, password)
Payment and billing details (including credit card information, if applicable)
Purchase and quotation history
Comments, feedback, reviews, or uploaded files
Communication preferences and consent records

Non-Personal Information may include:

IP address, browser type, and operating system
Device identifiers and connection data
Website usage metrics (page response times, navigation paths, session duration)
Aggregated demographic and interest data (e.g., via Google Analytics)

3. How Do We Collect Information?

We collect information in the following ways:

Directly from you: when you fill out a form, register an account, request a quote, make a purchase, or contact us.

Automatically: when you visit our website, cookies and analytics tools collect browsing information.

From third parties: such as service providers (e.g., payment processors, IT hosting platforms) or business partners when permitted by law.

Your personal information is collected only for the purposes described in this Privacy Policy and with your consent, unless otherwise permitted or required by law.

4. Why Do We Collect Personal Information?

We collect and use personal information to:

- Provide, manage, and improve our products and services
- Process transactions and deliver purchased products
- Respond to inquiries, support requests, or service issues
- Manage your account and communication preferences
- Send administrative notifications (e.g., order confirmations, policy updates)
- Send marketing and promotional communications (with consent per CASL)
- Comply with legal, tax, or regulatory obligations

We will not collect, use, or disclose your personal information for purposes beyond those stated unless we obtain your further consent or are required by law.

5. How Do We Store, Use, Share, and Disclose Information?

Our website and Web Portal are hosted on the Wix.com platform and Linode cloud computing platform. . Wix provides secure cloud-based hosting, data storage, and payment processing services, and Linode provides virtual machine hosting.

Your data may be stored on Wix's or Linode's secure servers, which are protected by firewalls and industry-standard encryption.

Payment Security:
All direct payment gateways offered by Wix adhere to PCI-DSS standards managed by the PCI Security Standards Council (Visa, MasterCard, American Express, Discover).

Data Sharing:
We may share limited personal information with:

Divisions of Bempro Global Group Inc. (e.g., BMP Metals, ClimateWorx International)

Trusted third-party service providers (e.g., IT, shipping, analytics, or marketing support) under contractual confidentiality

Law enforcement or regulatory agencies if required by law or court order

We do not sell, rent, or trade personal information.

6. Consent and CASL Compliance

By using our website or providing information, you consent to its collection, use, and disclosure as described in this Privacy Policy.

Under Canadian Anti-Spam Legislation (CASL):

We will only send you commercial electronic messages (CEMs) with your express or implied consent.

All emails from Bempro include an unsubscribe link.
You may withdraw consent at any time without affecting your ability to access our services.
To withdraw consent, contact us at privacy@bempro.com
or use the "unsubscribe" option in any of our electronic communications.

7. Cookies and Tracking Technologies

We use cookies and similar technologies to enhance your experience, analyze traffic, and understand usage trends.

Examples include:

Session cookies to maintain secure logins

Analytics cookies (Google Analytics) for aggregated traffic data

Functional cookies for language or user preference settings

You can control cookie preferences through your browser settings. Disabling cookies may affect site functionality.

Google Analytics data is collected in compliance with Google's policies. You can opt out via the Google Analytics Opt-Out Browser Add-on
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8. Electronic Commerce and Consumer Protection (Ontario)

In accordance with Ontario's Consumer Protection Act and Electronic Commerce Act, Bempro ensures that:

All product, pricing, and transaction details are clearly disclosed before purchase or submission.

Users can review and correct any information before completing a transaction.

Electronic confirmations and receipts are provided following transactions.

Records of transactions and consent are securely maintained.

Online transactions are legally binding once confirmed electronically.

9. Data Retention and Security

We retain personal information only as long as necessary to fulfill the purposes identified, or as required by law.

We maintain reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, use, or disclosure.

When data is no longer needed, it is securely deleted or anonymized.

10. Access, Correction, and Withdrawal of Consent

Under PIPEDA, you have the right to:

Access your personal information

Request correction of inaccurate or incomplete data

Withdraw consent for future collection or use

Requests should be made in writing to our Privacy Officer. We will respond within 30 days, as required by law.

11. How Do We Communicate with Site Visitors?

We may contact you to:

Confirm or service your account or orders

Provide updates or respond to inquiries

Resolve disputes or collect payments

Conduct surveys or gather feedback

Send marketing communications (with consent)

We may contact you by email, phone, text message, or postal mail, consistent with your stated preferences and CASL.

12. How to Withdraw Consent

If you no longer wish us to process your data or receive communications, you may withdraw consent at any time by contacting:
privacy@bempro.com or info@bempro.com

13. Privacy Policy Updates

We reserve the right to modify this Privacy Policy at any time to reflect updates in laws or our practices.

Changes take effect immediately upon posting to our website. The "Last Updated" date above reflects the most recent revision.

Your continued use of our website signifies your acceptance of the updated Privacy Policy.

14. Contact Information

If you have questions, concerns, or requests about your personal information, please contact:

Privacy Officer
Bempro Global Group Inc.
18 Chelsea Lane
Brampton, Ontario L0G 1N0
Email: privacy@bempro.com
Phone: (905) 799-2002

If you are unsatisfied with our response, you may contact the Office of the Privacy Commissioner of Canada at www.priv.gc.ca