

GlamHub Privacy Policy

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Introduction

Welcome to GlamHub! We're GlamHub Inc., a Canadian corporation built to make the process of booking and delivering beauty services as seamless as possible. Whether you are here as a client seeking makeup, nails, hairstyling, or other beauty treatments, or as a vendor offering those services, your trust means everything to us. We know that trust starts with respecting your privacy and keeping your personal information safe.

This Privacy Policy sets out, in plain language, how we collect, use, store, share, and protect your personal information when you use the GlamHub mobile app, website, or related services (together referred to as the "Platform"). We have avoided unnecessary legal jargon and have instead chosen to explain things clearly and transparently so you can feel confident using GlamHub.

By using GlamHub, you agree to the practices described in this Privacy Policy. If at any point you do not agree with any part of it, you may choose to stop using the Platform. However, we encourage you to read through this carefully before making that decision, as many of the measures described here are in place for your benefit and protection.

Who This Policy Applies To

This policy applies to every person who interacts with the GlamHub Platform in any way. That includes three main groups of people: clients, vendors, and visitors. Clients are those who use GlamHub to find and book beauty services. Vendors are beauty professionals who use GlamHub to list their services, showcase their past work, and accept bookings. Visitors are those who browse our website or download the GlamHub app without creating an account.

Regardless of which group you belong to, the way we handle your personal information is governed by Canadian privacy laws. We comply with the **Personal Information Protection and Electronic Documents Act (PIPEDA)**, which sets out how private sector organizations like ours collect, use, and disclose personal information in the course of business. We also comply with **Canada's Anti-Spam Legislation (CASL)**, which ensures that any promotional messages we send are done lawfully and only with your consent.

What We Mean by Personal Information

When we refer to “personal information,” we mean any information about you that can be used to identify you, either on its own or when combined with other information. This includes obvious things like your name, email address, phone number, and payment details, but it can also include less obvious things like your IP address or certain location data when it can be linked back to you.

Personal information does not include data that has been anonymized so that it can no longer be used to identify you. For example, we might look at general statistics about how many people booked a certain type of service in a given month, but that information would not contain names or contact details and could not be traced back to you individually.

Information We Collect

We collect information so that we can operate GlamHub effectively, connect clients with vendors, process payments, prevent fraud, and improve our services.

When you create an account, whether as a client or vendor, you will provide information such as your full name, email address, and phone number. You may also choose to upload a profile photo to personalize your account. If you are a vendor, you will have the option to add details about your professional background, services, and examples of your past work. Vendors will also need to connect a Stripe account to receive payouts for completed bookings.

We collect location information in two ways. If you grant us permission, we can access your real-time GPS location to help show you nearby vendors or clients and to facilitate bookings. If you choose not to share your precise GPS location, we may still collect your approximate location based on your IP address. This IP-based location is specifically marked for fraud prevention, security checks, and high-level analytics to ensure the Platform is functioning properly in your region. We do not use IP-based location data to track your movements. In line with PIPEDA, we restrict collection and use of location information to what is necessary for these defined purposes. You can control whether or not you share location data by adjusting your device settings.

For payments, we collect billing addresses, transaction history, and commission details for vendors. We do not store your complete credit or debit card numbers; all payment transactions are processed securely through Stripe, which complies with PCI-DSS (Payment Card Industry Data Security Standard).

We also collect information about how you use GlamHub, such as which pages you view, which services you search for, and your booking history. We log reviews and ratings you give or

receive, along with your IP address and device type. If the app crashes, we may collect performance data and crash reports to help us fix issues.

GlamHub relies on trusted third-party providers to operate key parts of our service. We use Stripe to securely process payments and distribute payouts to vendors. Stripe receives your payment details for the sole purpose of processing transactions. We also use Google Firebase to manage authentication, push notifications, real-time data syncing, performance monitoring, and crash analytics. Firebase may collect limited technical data as part of these services. These providers are not allowed to use your personal data for their own marketing or unrelated purposes.

Lastly, we collect communications data. This includes messages sent between clients and vendors through our in-app chat system, emails or calls to our customer support team, and any reports you submit about other users. In certain cases, we may review these communications for safety purposes, fraud prevention, or to resolve disputes.

How We Use Your Information

We use your information to provide you with the services you expect when you sign up for GlamHub. That means creating and managing your account, matching you with potential clients or vendors, processing your payments or payouts, and giving you access to customer support when you need help.

Your information also helps us personalize GlamHub. For example, if you are a client, we may use your location to suggest nearby vendors. If you are a vendor, we may highlight your services to clients in your area. We also use your booking history to make it easier to rebook favourite vendors or services.

We will always send you essential communications such as booking confirmations, appointment reminders, payment receipts, and policy updates. For promotional communications such as offers, marketing emails, or push notifications, we will only contact you if you have given us your explicit consent in line with CASL. You can withdraw this consent at any time by adjusting your account settings or by clicking the “unsubscribe” link in any marketing email.

In addition to delivering the core functionality of GlamHub, we use your information to detect and prevent fraudulent or harmful behaviour, to enforce our Terms of Service, and to comply with legal obligations. We also analyze anonymized usage trends to see which features are most popular and to improve the Platform.

When We Share Your Information

We never sell your personal information. However, there are circumstances where sharing is necessary. When a client books a vendor, the client will see the vendor's name, past work, and listed services. The vendor will see the client's name and booking details. Vendors' exact locations are not shared unless the vendor chooses to provide that information in a message.

We share payment information with Stripe to securely process transactions and send payouts to vendors. We also use Google Firebase to manage authentication, notifications, syncing, and analytics. These providers are given access only to the information they need to deliver their services and are bound by confidentiality and data protection requirements.

In rare cases, we may share your information with law enforcement or other authorities if required by law or in response to valid legal requests. If GlamHub is involved in a merger, acquisition, or sale of assets, your personal information may be transferred to the new owner, who will still be bound by this Privacy Policy.

User-Generated Content

When you post reviews, upload photos, or add portfolio items to GlamHub, you still own that content. However, by sharing it on our Platform, you grant us permission to use it to operate and promote GlamHub. We may feature vendor portfolio photos in marketing materials or display client reviews on vendor profiles.

We reserve the right to remove or edit content that violates our Terms of Service, contains illegal or harmful material, infringes on intellectual property rights, or puts someone's privacy or safety at risk.

Data Retention

We keep your personal information only for as long as we need it. If your account has been inactive for two years, we will delete or anonymize your data. For financial transactions, we keep records for seven years to comply with Canadian tax and legal obligations. After these periods, we securely delete or anonymize your data.

Security Measures

Your privacy is important to us, and we have implemented safeguards to protect it. We encrypt your data in transit and at rest, use secure authentication methods, and limit access to authorized staff only. Our systems are regularly tested for vulnerabilities, and in the unlikely event of a data breach, we will notify you as required by Canadian law.

Your Rights

As a GlamHub user in Canada, you have the right to access the personal information we hold about you, to request corrections to inaccurate data, to request that we delete your data, and to withdraw your consent to certain processing activities such as promotional communications. You can also request a copy of your personal data in a portable format. To exercise these rights, email us at privacy@theglamhub.ca, and we will verify your identity before taking action.

Cookies and Tracking Technologies

We use cookies and similar technologies to keep you signed in, remember your preferences, measure performance, and provide relevant offers. You can control cookies through your browser settings, but disabling them may affect the functionality of the Platform.

Children's Privacy

GlamHub is not intended for children under 13 without parental consent. If we discover that a child under 13 has registered without consent, we will delete their account and any related information.

International Data Transfers

Although GlamHub operates primarily in Canada, some of our trusted service providers may store or process information outside of Canada, including in the United States. For example, Stripe may process payment information on servers located in the U.S., and Google Firebase may store app-related data on international servers. When information is transferred outside of Canada, it is done strictly for purposes such as payment processing, hosting, analytics, and security. In all cases, we ensure that protections equivalent to those required under Canadian law are in place so that your data remains safeguarded.

Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our services or legal requirements. If the changes are significant, we will notify you before they take effect. Continued use of GlamHub after updates means you accept the revised policy.

Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact us at:

GlamHub Inc.

Toronto, Ontario, Canada

Email: privacy@theglamhub.ca