

PRIVACY POLICY

(as of December 2022)

Overview

In Cr8tive Boxes and Labels Corporation, we recognize the importance of protecting the interests of our clients. With that in mind, a privacy policy must be made. This privacy policy outlines the reasons why we collect personal data; where in the website we collect personal data and its purpose; and other information regarding personal data collection and processing.

Why do we collect your personal data?

Cr8tive Boxes and Labels Corporation collects your personal information in order to provide you a better user experience. The collection of personal information will be generally used for the following:

To serve you better. We accept customer feedbacks. The feedback provided to us related to our products, services and performance will be used to help improve the website as well as our overall performance.

To enable us to deliver your goods to the correct location. Our nature of business involves delivering tangible goods to our clients, which means that we would be requesting your physical address in order to deliver your goods to you. Rest assured that we do not share your physical address to any external party unless necessary (i.e. : delivering the goods via third party couriers).

To process payments. Like all businesses, we would be asking for payment from you before we process your order, which would require you to send us documents as proof of deposit or payment. Such documents may contain your personal information. The information provided is used to keep track of the outstanding balances of our clients. Rest assured that we do not share such information to any external party.

In the e-commerce sphere, the collected personal information will be used for the following:

To personalize your user experience. We use 'cookies' to know the user behavior better. Such information can help provide you a better user experience when browsing our website.

In the custom printing sphere, the collected personal information will be used for the following:

To enable us to give you the correct quotation price. When asking for a quotation for your packaging requirement, we may be asking for your personal information. The kind of information that we may ask from you is detailed more below. The information provided to us will help us provide you the correct price based on your requirements.

To enable us to give you the correct printed output. When you decided to order custom printed outputs from us, we may be asking for your personal information. The kind of information that we may ask from you is detailed more below. Further information that we may ask from you are related to your packaging requirements (i.e.: paper type, packaging size, layout design). The information provided to us will help our staff ensure that the printed output based on your packaging specifications is correct.

Where do we collect your personal data and what do we use it for?

The amount and nature of information that we ask from you depend on what services you want from us. The following ways we gather your information are as follows:

Analytics. We analyze and keep track of your user behavior thru the web traffic you made in our website thru the Meta Events Manager's Meta Pixel. By integrating such into our website, Meta Events Manager can give us insights into the traffic and interactions users make into this application. Personal Data processed: Trackers, Usage Data.

Contact Us Form. This form is used to entertain general inquiries and other concerns by the client. By filling in the contact form with your data, you authorize us to use these details to reply to requests for information, quotes or any other kind of request as indicated by the

form's header. Personal Data processed: name, email address, mobile number, landline number, information contained in the message.

Cookies. We use 'cookies' on our website. A cookie is a data file that keeps track of your activities in the site, such as the pages you have visited on the website. The information is stored into your hard drive, taking note of your preferences and past experiences on the site. Such information is used to optimize what our website will show you based on the information the cookie has collected about you. Personal data processed: pages visited, data usage, trackers.

Interactions with live chat platforms. As a way to conveniently connect with our clients, we utilize third-party live chat platforms such as Facebook Messenger. If such services are installed, it may collect browsing and usage data despite you not actively using the service. Moreover, the interactions made in these platforms may be logged. Personal Data processed: Information given while using the live chat platforms; browsing data; usage data; trackers.

Request A Quote Form. This form is used to give a quote to the clients based on what they have filled up in the "Request A Quote" form. By filling in the "Request a Quote Form" with your data, you authorize us to use this information to be able to know more about your packaging requirements. Moreover, it can help us not only give you an accurate pricing, but also provide you the correct printed output should you proceed to order from us. Personal Data processed: first name, last name, email address, company name, mobile number, landline number, information related to your packaging requirement.

SPAM Protection. In order to filter out traffic and content that may be labelled as SPAM, we use Google reCAPTCHA, a SPAM protection service provided by Google LLC. The integration of reCAPTCHA is subject to Google's privacy policy and terms of use. Personal Data processed: answers to questions; clicks; keypress events; motion sensor events; mouse movements; scroll position; touch events; usage data; trackers.

Additional information

Online privacy policy only. This privacy policy is only applicable to the online activities made by our visitors within the website. This policy is not applicable to any information made in other channels aside from this website.

Third party privacy policies. Our website uses third party applications which may have their own privacy policies. When using such, we advise you to see the privacy policies of these third party applications for more information.

Changes to this privacy policy. We reserve the right to make changes to this privacy policy at any time. To ensure that our users are up to date, we make sure to include the month and the year listed at the top of the policy, which will indicate as to when the changes were last made.

Consent

By using our website, you hereby consent to our Privacy Policy and agree to its Terms and Conditions.

Additional questions? Clarifications?

Please contact us at info@cr8tiveboxeslabels.com.