CALVIRO SERVICES · CALGARY, ALBERTA

Cookie Policy

Clear information about cookies and similar technologies, why Calviro may use them, and how you can control them.

CALVIRO.

Last updated
September 29, 2026

Cookie and privacy framework

This Policy is intended to operate with Alberta's Personal Information Protection Act (PIPA) and, where applicable, the federal Personal Information Protection and Electronic Documents Act (PIPEDA) and Canada's Anti-Spam Legislation (CASL). It should be read together with Calviro's Privacy Policy.

Calviro Services ("Calviro", "we", "us" or "our") operates a website and related services that help appliance owners connect with independent appliance-service professionals. This Cookie Policy explains how Calviro may use cookies and similar technologies when you visit or use the Calviro website, sign in to an account, submit a service request, use payment-related features, or otherwise interact with our online services.

This Policy applies to Calviro-controlled webpages and online features that link to it. Third-party websites and services may use their own cookies or similar technologies under their own policies. This Policy does not state that every technology or category described below is active at all times; the technologies actually used depend on the features enabled on the website.

At a glance

Essential technologies	Used where reasonably necessary to operate requested features, maintain sessions, authenticate accounts, prevent fraud, secure the website and process transactions.
Optional technologies	May include preference, analytics or marketing technologies. Where consent is required, Calviro will provide an appropriate choice before or when those technologies are used.
Information involved	May include cookie identifiers, IP address, browser/device details, page activity, timestamps, session data, referral information and consent choices.
Your controls	You can use any available cookie controls and your browser or device settings. Blocking necessary technologies may cause parts of the website to stop working properly.

1. What cookies and similar technologies are

Cookies are small data files that a website can place or read on your browser or device. They can help a website remember information about a visit, maintain a signed-in session, recognize a browser, keep features secure, or understand how a website is used.

Calviro may also use technologies that function similarly to cookies, including local storage, session storage, pixels, tags, scripts, software development kits, device or browser identifiers and server-side logs. In this Policy, "cookies" is used as a convenient term for cookies and these similar technologies unless the context requires otherwise.

2. First-party and third-party technologies

First-party cookies are set or controlled by Calviro for the Calviro website. Third-party technologies are provided by another organization whose services are integrated into the website, such as a hosting, authentication, security, analytics, communications, mapping or payment provider.

A third-party provider may process information under instructions from Calviro, may act as an independent organization for some activities, or may do both depending on the service. Where a third party independently controls its own collection or use of information, its privacy and cookie terms also apply.

3. Categories of cookies Calviro may use

The categories below describe the types of technologies Calviro may use. A category being listed does not necessarily mean it is currently active on every page.

- Strictly necessary, authentication and security: used to operate core website functions, maintain sessions, sign users in, remember security states, protect accounts, detect suspicious activity, prevent fraud, balance traffic and maintain the integrity of requested services.
- Preference and functionality: used to remember choices such as language, display preferences, form progress or other settings that improve convenience but are not always required for the basic website to function.
- Analytics and performance: used, if enabled, to understand visits and navigation, identify errors, measure performance, assess which features are useful and improve the website and services. These technologies may use identifiers and device or browsing information.
- Payment and fraud-prevention: used when payment features are offered to maintain a checkout or payment session, prevent fraudulent transactions, support payment security and record transaction status. A payment provider may set its own technologies when you use its payment interface.
- Marketing and advertising: used only if introduced, to measure campaigns, understand referrals, limit repeated advertising or support interest-based advertising. Calviro will implement consent or choice mechanisms where required by applicable law before using non-essential advertising technologies.

4. Cookie inventory and typical duration

The exact cookie name, provider and expiry period depend on the technology and feature in use. Session cookies normally expire when the browser session ends. Persistent cookies remain until their stated expiry, until they are replaced, or until you delete them. Calviro should keep its live website configuration and this Policy consistent as technologies change.

Category	Typical purpose	Typical duration	Choice / effect
Necessary / security	Sessions, authentication, account security, fraud prevention, load balancing and requested site functions.	Session to about 12 months, depending on function.	May be required for the requested service. Blocking can break sign-in, security or core functions.
Preferences	Remember user-selected settings and convenience features.	Session to about 12 months.	Usually optional where not required for a requested feature.
Analytics / performance	Measure traffic, navigation, errors and feature performance, if enabled.	Session to about 24 months, depending on provider.	Optional where consent or choice is required. Disabling may reduce measurement but should not block core service.

Category	Typical purpose	Typical duration	Choice / effect
Payment / fraud	Support checkout, transaction security, payment status and fraud controls when payment features are used.	Session to about 24 months, depending on provider and security needs.	Some may be necessary to complete a payment securely; others may be optional depending on the provider.
Marketing / advertising	Campaign measurement, referral attribution or advertising functions, if introduced.	Session to about 24 months, depending on provider.	Non-essential. Calviro will provide legally required notice or consent before use.

Note: the ranges above are general descriptions, not a guarantee that a particular cookie is present or that every provider uses the same duration. Where Calviro provides a cookie banner or preference centre, the controls shown there should be used to manage the technologies then available.

5. Information cookies may collect

Depending on the technology, cookies and similar tools may collect or generate information such as:

- IP address or approximate network/location information derived from the IP address;
- browser type, device type, operating system, language and display characteristics;
- cookie or device identifiers, session identifiers and authentication state;
- pages viewed, buttons or links selected, referral or exit pages, timestamps, session duration and navigation paths;
- error, performance, security and diagnostic information;
- consent and preference choices; and
- transaction or fraud-related signals when you use payment features, without necessarily giving Calviro full payment-card credentials where those are handled directly by a payment processor.

Some of this information may be personal information when it identifies, relates to, or can reasonably be linked with an individual. Calviro handles personal information collected through cookies in accordance with its Privacy Policy and applicable law.

6. Why Calviro may use cookies

Calviro may use information from cookies and similar technologies for reasonable purposes including to:

- provide and maintain the website and requested account or marketplace features;
- authenticate users, maintain sessions and remember necessary states;
- protect users, accounts and the platform against fraud, abuse, automated attacks and security incidents;
- remember preferences and improve usability;
- measure and troubleshoot website reliability, speed and errors;
- understand how features are used and improve the website and services;
- support payments, refunds or transaction-security processes where payment features are offered;
- measure marketing effectiveness or deliver advertising only if those functions are introduced and legally permitted; and
- comply with legal obligations, maintain records, establish or defend legal claims, and enforce applicable terms.

7. Consent and the Alberta / Canadian legal context

Alberta's PIPA generally requires organizations to collect, use and disclose personal information for reasonable purposes and, in many circumstances, with consent. The form of consent can depend on the sensitivity of the information, the purpose and what a reasonable person would expect. Federal PIPEDA may apply to certain commercial activities, including some interprovincial or international flows of personal information.

CASL separately addresses the installation of computer programs. For certain technologies such as cookies, HTML and JavaScript, CASL can treat consent as having been provided where a person's conduct makes that reasonable. This does not remove privacy-law obligations that may apply when a cookie or similar technology collects, uses or discloses personal information.

Where Calviro uses non-essential technologies in circumstances that require consent, Calviro will provide notice and an appropriate choice. Calviro will not treat consent to an optional cookie purpose as a condition of receiving a service unless the related collection, use or disclosure is reasonably necessary for that service or otherwise permitted by law.

8. How to manage or withdraw cookie choices

Where Calviro provides a cookie banner, preference centre or similar control, you can use it to accept, reject or change the categories available to you. A change generally applies prospectively. Technologies already written to your device may remain until they expire or you delete them, and information already collected may be retained where legally permitted and reasonably necessary.

Most browsers and devices also allow you to review, block or delete cookies. The exact steps depend on the browser or device. Blocking all cookies can prevent sign-in, payment, security or other requested features from functioning correctly. Browser controls may not remove other forms of local storage or server-side records, so you may need to use both site controls and browser/device settings.

9. Analytics, advertising and profiling

If Calviro enables analytics, it may use analytics information to create aggregated or statistical reports about website use, performance and feature adoption. Calviro should configure analytics in a privacy-conscious manner appropriate to the service and should not use analytics information for unrelated purposes without the notice or consent required by law.

Calviro does not state through this Policy that targeted advertising or cross-site behavioural advertising is currently active. If such technologies are introduced, Calviro will update its notices and controls as appropriate, including providing consent or opt-out mechanisms where required.

10. Sharing with service providers and other parties

Information generated through cookies may be disclosed to service providers that help Calviro host, secure, authenticate, analyze, communicate, process payments or otherwise operate the website. Calviro may also disclose information where permitted or required by law, in connection with a business transaction, or with your direction or consent. Calviro does not sell or rent personal information for money.

Third-party providers may have their own retention periods, technical identifiers and policies. Calviro should use providers under contractual or other safeguards appropriate to the circumstances when they process personal information on Calviro's behalf.

11. Cross-border processing

Some service providers may be located outside Alberta or outside Canada. As a result, cookie-related personal information may be transferred to, stored in, accessed from or processed in another jurisdiction and may be subject to the laws of that jurisdiction. Where Alberta PIPA requires notice concerning service providers outside Canada, Calviro will provide the required information and a contact who can answer questions about the relevant policies and practices.

12. Retention

Cookie retention depends on the technology and purpose. Session cookies normally expire when a session ends. Persistent cookies remain for a defined period or until removed. Information derived from cookies may be retained separately for a period reasonably necessary for security, fraud prevention, analytics, transaction records, legal obligations, dispute resolution or other legitimate purposes described in the Privacy Policy, after

which it will be deleted, destroyed or anonymized as appropriate and subject to legal requirements and backup cycles.

13. Children and minors

Calviro's appliance-service marketplace is intended primarily for adults who can enter into service and payment arrangements. Calviro does not intentionally design cookie-based advertising or profiling for young children. If Calviro becomes aware that personal information has been collected from a child in circumstances requiring parental or guardian consent, Calviro will review the situation and take appropriate steps.

14. Changes to this Cookie Policy

Calviro may update this Policy to reflect changes in the website, enabled technologies, service providers, legal requirements or privacy practices. The updated version will display a revised "Last updated" date. If a change is material or requires a new consent choice, Calviro will provide additional notice or obtain consent as required by applicable law.

15. Contact Calviro about cookies or privacy

Contact the Calviro Privacy Officer if you have questions about this Cookie Policy, cookie-related personal information, consent choices, or service providers that may process information outside Canada.

Privacy Officer - Calviro Services

Email: privacy@calviroservices.com
Mail: 304-416 7 ST NW, Calgary, AB T2N 1S4, Canada

Use this contact for cookie or privacy questions, consent-choice questions, access or correction requests, complaints, and questions about service providers located outside Canada.

Legal note: This policy is a public-facing cookie notice tailored to Calviro's stated marketplace features and Alberta privacy requirements. It should be kept consistent with Calviro's actual website configuration, vendors, analytics, authentication, payment flows and cookie-consent controls as those systems are implemented or changed.