

Laevo Privacy Policy

Effective date: April 1, 2026

Last updated: September 1, 2026

Laevo provides access to personalized prescription skincare through an online assessment, review by a licensed medical professional, and dispensing by a licensed Canadian compounding pharmacy. Laevo is not a pharmacy and does not dispense medication.

This policy explains how Laevo handles personal information when you visit our website, complete an assessment, use our services, contact us, or place an order. It should be read together with any privacy notice or consent presented by the clinician or pharmacy involved in your care.

1. Who is responsible for your information

“Laevo,” “we,” “us,” and “our” refer to **2673509 Ontario Inc., operating as Laevo**. Laevo coordinates the online service. Licensed clinicians make independent clinical decisions, and a licensed pharmacy prepares and dispenses any prescribed medication. A clinician or pharmacy may keep a separate health record and have its own privacy obligations and contact process.

Depending on the information and the role of each organization, applicable privacy laws may include Ontario’s Personal Health Information Protection Act (PHIPA), Canada’s Personal Information Protection and Electronic Documents Act (PIPEDA), and other applicable provincial or federal laws.

2. Information we collect

The information collected depends on the services you use. It may include:

- **Contact and account information:** name, email, phone number, date of birth, address, and account or communication preferences.
- **Assessment and health information:** skin concerns, symptoms, relevant medical history, allergies, medications, prior treatments, sensitivities, and information you provide about your health.
- **Images and verification information:** photographs of your skin and, if requested and necessary, identification or other verification documents. Please provide only information requested for your assessment or care.
- **Clinical and prescription information:** information created by a clinician or pharmacy in connection with assessment, clinical review, prescriptions, dispensing, follow-up, or treatment changes.
- **Order and payment information:** products or services ordered, billing and transaction details, subscription status, and delivery information. Payment card details are handled by our payment provider; Laevo receives the information needed to process and support your transaction.
- **Website and device information:** IP address, browser and device information, pages visited, referring page, cookie identifiers, and interactions with the website or online forms.
- **Messages and support requests:** information you provide when contacting Laevo or responding to follow-up communications.

3. How we use information

We use information as needed to:

- administer your account and online assessment;
- route your assessment to a licensed medical professional for review;
- support clinical care, prescription decisions, pharmacy dispensing, delivery, and follow-up;
- process payments, subscriptions, orders, and customer support requests;
- communicate with you about your assessment, care, prescription, order, or account;
- protect the security and reliability of our services, prevent fraud, and troubleshoot technical issues;
- understand and improve the website and services, using aggregated or de-identified information where appropriate; and
- meet legal, regulatory, accounting, and recordkeeping requirements.

We do not use personal health information for marketing without the consent required by law. If we send optional promotional messages, you can unsubscribe using the instructions in the message or contact us.

4. Consent and your choices

We explain the relevant information practices when you use an assessment or service and request consent where required. Consent for clinical care and the handling of health information is separate from consent to receive optional marketing messages.

You may withdraw consent by contacting us, subject to legal and clinical recordkeeping requirements and other lawful reasons to retain or use information. If you withdraw consent needed to provide a service, we may be unable to continue that service. Withdrawal does not undo actions already taken with your consent.

5. When we share information

We may share the minimum information reasonably necessary with:

- the licensed medical professional reviewing or providing care through Laevo;
- the licensed compounding pharmacy that receives a prescription and prepares, dispenses, or ships medication;
- service providers that support our website, forms, hosting, communications, payments, subscriptions, analytics, customer service, security, or delivery;
- an insurer or benefits administrator when you ask us to assist with a coverage or reimbursement request; and
- regulators, law enforcement, courts, or other parties where disclosure is required or permitted by law.

Service providers may handle information only to provide contracted services and must protect it under applicable agreements and laws. We do not sell or rent personal information.

6. Cookies, analytics, and advertising technologies

Our website may use cookies and similar technologies for essential website functions and, where enabled, analytics or advertising measurement. These technologies may collect device identifiers, IP address, pages viewed, and interactions with the website. You can manage cookies through available website controls or your browser settings; blocking some cookies may affect site functions.

We do not intentionally place assessment answers, clinical notes, prescriptions, or skin photographs into advertising or analytics tools. Website activity on health-related pages may itself suggest an interest in a health topic.

7. Storage and processing outside your province or Canada

Laevo and its service providers may store or process information in Ontario, elsewhere in Canada, or in another country, depending on the provider and service used. Information processed outside your province or Canada may be subject to the laws of that location and may be accessible to its courts, regulators, or law enforcement. We use service providers and safeguards appropriate to the sensitivity of the information.

8. How we protect information

We use administrative, technical, and physical safeguards designed to protect personal information against loss, theft, unauthorized access, use, disclosure, copying, or modification. Access is limited to people and service providers who need the information for their role. No online service or transmission method can be guaranteed to be completely secure.

If a privacy breach occurs, we will investigate, take steps to reduce harm, and provide notices or reports when required by applicable law.

9. How long we keep information

We retain clinical, prescription, pharmacy, and related service records for at least 10 years from your last recorded professional pharmacy service. Other account, order, payment, and support information is generally retained for 10 years where needed for the purposes described in this policy and for legal, tax, accounting, and dispute-resolution requirements. Some records may be retained longer if required by law or a legal hold. When information is no longer required, we securely delete or de-identify it, subject to applicable law and backup-cycle limitations.

10. Your privacy rights

Depending on the applicable law and who holds the record, you may be able to request access to your personal information, ask that inaccurate information be corrected, and withdraw consent where permitted. Some clinical records must be retained, and a request to delete information may be limited by law or professional recordkeeping duties.

To make a request about information held by Laevo, contact our Privacy Officer using the details below. For a clinical or pharmacy record held directly by a clinician or pharmacy, contact that provider as well. We may need to verify your identity before responding.

You may also raise a concern with the privacy regulator that applies to the organization or record involved. In Ontario, this may include the Information and Privacy Commissioner of Ontario or the Office of the Privacy Commissioner of Canada.

11. Children

Laevo's services are intended for adults aged 18 and older, consistent with our Terms and Conditions. We do not knowingly provide the service to anyone under 18. If you believe a minor has submitted personal information, contact us so we can review the matter.

12. Changes to this policy

We may update this policy as our services, technology, or legal requirements change. We will post the updated policy here and revise the "Last updated" date. If a change materially affects how we handle information already collected, we will provide additional notice or seek consent where required.

13. Contact us

For privacy questions or requests, contact:

Privacy Officer, Laevo 2673509 Ontario Inc. operating as Laevo Email: support@laevo.ca Phone: 1-888-482-4852 Mailing address: 2213 Bostock Cres., Mississauga, ON L5J 3S8