

Privacy Policy

Les services Stelvar S.E.N.C.

Last updated: July 18, 2026

1. Introduction

Les services Stelvar S.E.N.C. (“Stelvar”, “we”, “our” or “ours”) places great importance on the protection of personal information and on the confidentiality of the information entrusted to it.

This privacy policy explains how Stelvar collects, uses, discloses and protects personal information in the course of its services, notably its NFC cards, its statistical management portal and its associated services.

This policy applies to:

- merchants using the Stelvar services;
- authorized users with access to the Stelvar portal;
- visitors using the Stelvar NFC cards.

By using the Stelvar services, you acknowledge that you have read this policy.

2. Person responsible for the protection of personal information

In accordance with the requirements applicable to the protection of personal information in Quebec, the person responsible for the protection of personal information at Stelvar is:

Justin Picard

Person responsible for the protection of personal information

Email: contact@stelvar.ca

This person is responsible for overseeing Stelvar's practices concerning the protection of personal information and for responding to requests relating to personal information.

3. Description of the Stelvar services

Stelvar provides solutions using NFC technology that allow businesses to facilitate access to their Google review profiles and to measure the usage of their NFC cards.

The services include, in particular:

- physical products using NFC technology;
- a secure portal allowing merchants to view statistics;
- tracking tools related to interactions with the NFC cards.

Stelvar acts primarily as a technology provider enabling the collection of usage statistics and does not control the content published on external platforms such as Google.

4. Personal information collected

Stelvar limits the collection of personal information to the information necessary for the operation of its services.

4.1 Information provided by merchants

When a merchant uses Stelvar, we may collect:

- business name;
- email address;
- city;
- information related to the chosen plan;
- number of NFC products purchased;
- information related to the Google Business profile;
- Google Place ID identifier;
- information required for billing.

4.2 Payment-related information

Payments made by merchants are processed by an external payment provider, namely Stripe.

Stelvar never retains:

- the full bank card number;
- the security code;
- sensitive banking information.

We may however retain:

- the identifier associated with the Stripe payment;
- transaction history;
- information required for administrative and accounting management.

4.3 Information collected when an NFC card is scanned

When an end user scans a Stelvar NFC card, we may collect only the information necessary for the statistical operation of the service.

This information includes, in particular:

- the date of the scan;
- the time of the scan.

Stelvar does not aim to collect the identity of the people who use the NFC cards.

5. Use of personal information

Stelvar uses the information collected in order to:

- create and manage merchant accounts;

- provide access to the Stelvar portal;
- calculate usage statistics;
- display the performance data of the NFC cards;
- provide support to users;
- process payments;
- improve the reliability and security of the service;
- comply with its legal obligations.

6. Use of the Google Business Profile API

Stelvar uses the official Google Business Profile API in order to obtain certain information associated with a merchant's Google Business profile.

This information may include:

- number of stars;
- number of Google reviews.

This data is used in order to display statistics in the Stelvar portal.

Stelvar is not affiliated with Google and does not act on behalf of Google.

The use of Google services also remains subject to Google's applicable policies and conditions.

7. Disclosure of personal information

Stelvar does not sell and does not rent the personal information of its users.

We may disclose certain information only when necessary, notably to providers used to deliver our services.

These providers may include:

Stripe

Used for payment processing.

Bluehost

Used for hosting the Stelvar services.

Titan Email

Used for electronic communications.

Cloudflare

Used for certain security and infrastructure protection functions.

Google

Used notably for certain features related to Google Business Profile services and to statistics.

These providers may process certain information in accordance with their own privacy policies.

8. Hosting and security of the information

Stelvar puts in place reasonable measures in order to protect personal information against:

- unauthorized access;
- loss;
- alteration;
- unauthorized disclosure.

The measures used include, in particular:

- the use of an HTTPS connection;
- protection of user accounts;
- secure storage of passwords in hashed form;
- limited control of administrator access;
- logging of certain activities;
- technical protection measures provided by the providers used.

Administrative access to Stelvar data is limited to authorized persons responsible for the administration of the company.

9. Access to personal information

Authorized persons at Stelvar may access personal information only when necessary in order to:

- administer accounts;
- provide support;
- maintain the service;
- resolve technical problems;
- ensure security.

Currently, administrative access is limited to the authorized partners of Les services Stelvar S.E.N.C.

10. Retention of information

Stelvar retains personal information for as long as necessary in order to:

- provide its services;
- maintain user accounts;
- ensure the operation of the portal;
- comply with its legal obligations;
- resolve disputes;
- enforce its contractual agreements.

Certain data may be retained after an account is closed when this is necessary for administrative, legal or security reasons.

Technical logs may be retained for a limited period in order to ensure the security and proper operation of the service.

11. Deletion of personal information

A merchant may request the deletion of their personal information by contacting Stelvar at: contact@stelvar.ca

After verifying the identity of the requester, Stelvar will proceed with the deletion of the information that can be deleted.

Certain information may however be retained when the law requires it or when it is necessary for administrative, tax or contractual obligations.

12. Rights of users

Under the applicable laws on the protection of personal information, users may have certain rights concerning their personal information, notably:

- to request access to the information held by Stelvar;
- to request a correction of inaccurate information;
- to request the deletion of certain information;
- to withdraw certain consents where applicable.

Any request may be sent to:
contact@stelvar.ca

13. Cookies and similar technologies

Stelvar may use certain technologies necessary for the operation of its services, including tools that help ensure:

- security;
- authentication;
- the operation of the portal;
- general analysis of usage.

When additional technologies requiring consent are used, Stelvar may update its practices in order to comply with the applicable requirements.

14. Management of privacy incidents

In the event that Stelvar becomes aware of an incident that could compromise the confidentiality of personal information, the company will take reasonable measures in order to:

- analyze the situation;
- limit the impacts;

- correct the vulnerability;
- determine the applicable obligations;
- notify the persons concerned when required.

15. Changes to this policy

Stelvar may modify this privacy policy in order to reflect:

- the evolution of its services;
- technological changes;
- legislative changes;
- new internal practices.

The most recent version will always be available from Stelvar.

16. Contact us

For any question concerning this privacy policy or Stelvar's practices regarding personal information:

Les services Stelvar S.E.N.C.

Email: contact@stelvar.ca