FABRICLAND CANADA

Terms & Privacy

Effective date: August 18, 2026

Protecting Your Privacy

At Fabricland, the security of your information is of utmost importance to us. Fabricland is committed to protecting your personal information and complying with applicable Canadian privacy and anti-spam legislation, including the Personal Information Protection and Electronic Documents Act (PIPEDA), applicable provincial privacy legislation, and Canada's Anti-Spam Legislation (CASL).

When you visit our website, we may automatically collect certain technical information, such as your IP address, browser type, device information, and information about how you interact with our website. We may use this information to analyze website traffic, trends, and performance, help maintain the security of our website, and improve our services.

(a) What we collect from you through our website

When signing up for our promotional emails, if you are not a Fabricland Sewciety member, we require only your first name, email address, and postal code. You also have the option of providing your last name. Sewciety members are required only to provide their first and last name, membership number, and email address.

This information becomes part of our database and, where you have provided the required consent, may be used to send you promotional communications from Fabricland. At sign-up, you may choose which types of marketing communications you would like to receive from Fabricland. Where applicable, consent for promotional emails, text messages, and automated calls is collected separately. Consent to one type of communication does not constitute consent to another. Communications may include information about new products, special offers, sales events, and store updates. You may withdraw this consent at any time by clicking the unsubscribe link at the bottom of any email, replying STOP to the phone number you received the text message from, or opting out of automated calls by contacting your local store.

How we use this information

We use this information to notify you of new and exciting products, special offers and sales, and important changes at Fabricland. Customer information also helps us analyse the use of our website so we may improve the services we offer.

(b) Shopping in our stores

In order to purchase a Sewciety membership at one of our stores, you are required to provide your first and last name, email address, mailing address, and telephone number.

At sign-up, you may separately consent to receive telephone notifications or emails about upcoming Members' sale events.

(c) Text message (SMS) marketing

If you choose to subscribe to Fabricland text message alerts — through our website, in-store sign-up, or a keyword opt-in — we will collect your mobile phone number and may send you marketing texts. These may include flash sales, new product alerts, event reminders, and loyalty program updates.

Text message frequency may vary. Subscribing to text messages is entirely separate from subscribing to email marketing, or automated calls — consent for one does not constitute consent for the other.

To unsubscribe from Fabricland texts at any time, reply STOP to any Fabricland text message. Opt-out requests are processed immediately. You may also reply HELP at any time for assistance. Standard message and data rates from your carrier may apply.

Fabricland maintains records of your SMS consent, including the channel through which consent was provided, the date and time of opt-in, and the consent language presented at that time. These records are retained as necessary to demonstrate compliance with applicable legal requirements.

(d) Use of this information by service providers

Fabricland does not sell, rent, or share your personal information with third parties for their own marketing purposes.

We work with trusted third-party service providers — including email delivery platforms, SMS messaging platforms, and website analytics tools — who process your personal information on our behalf and under our instruction. These providers are contractually required to use your information only to deliver services to Fabricland and are prohibited from using it for any other purpose.

Some of these service providers are located outside Canada, including in the United States. As a result, your personal information may be transferred to, stored in, or processed in another country, and may be subject to the laws of that country, including lawful access by government or law enforcement authorities.

(e) Accessing, correcting or removing your personal information

You may contact us to request access to the personal information we hold about you, request that inaccurate or incomplete information be corrected, or request that your personal information be removed from our databases, subject to applicable legal requirements. Requests should be directed to the contact noted below. We will respond to removal requests within the time required by applicable privacy laws. Please note that certain information may need to be retained for legal, regulatory, fraud prevention, record-keeping, or other legitimate purposes, including records necessary to demonstrate consent.

Questions, concerns, complaints, or requests regarding your personal information may be directed to the Customer Service department for your region. Customer Service will direct privacy matters to the appropriate Privacy Officer or designated privacy representative as required.

Contact Information, Ontario Canada Fabricland
For Ontario:
Telephone: 416-658-2200
Email: members@fabricland.ca
By mail:
Fabricland
Attention: Customer Relations
1450 Castlefield Avenue
Toronto ON M6M 1Y6

Contact Information, Western Canada Fabricland AB, BC, SK, MB
Telephone: 1-855-554-4840

Email: sew@fabriclandwest.com
By mail:
Fabricland
Attention: Customer Relations
#735, 3221 Sunridge Way N.E.
Calgary AB T1Y 7M4

Fabricland has designated a Privacy Officer responsible for overseeing compliance with applicable privacy legislation. The Privacy Officer may be contacted through the Customer Service contact information for your region listed above.

(f) Privacy policy updates

Fabricland may update this privacy policy from time to time to reflect changes in our services, business practices, technologies, or legal obligations.

We will post the updated privacy policy on our website with a revised effective date. Where required by applicable law, we will provide additional notice of material changes and obtain consent before using personal information for a new purpose that requires consent.

Adding a new optional communication channel does not change your existing communication preferences. You will only receive marketing communications through channels for which Fabricland has the required consent.

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