

1001282696 ONTARIO INC, operating as **Confluence Techworks**.

Effective Date: 7/10/2025

At Confluence Techworks, we take the privacy and protection of our clients' personal information seriously. This Privacy Policy outlines how we collect, use, store, and safeguard the information provided to us in the course of delivering our technical services.

We are committed to transparency, security, and compliance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and applicable provincial privacy legislation.

1. Information We Collect

We may collect the following types of personal information from clients:

- Full name and contact details (phone number, email, address)
- Device and system information (e.g., model, OS version, configuration)
- Technical service details (e.g., nature of the issue, work performed)
- Files, software, or data that require handling during a repair or support session (only if explicitly required for the service)

We do not collect sensitive personal information unless it is provided directly by the client for the purpose of delivering a specific service (e.g., transferring files, backing up data).

2. Purpose of Data Collection

We collect and use personal information only for the following purposes:

- To provide on-site and remote technical support and repair services
- To communicate with clients regarding appointments, diagnostics, and service updates
- To maintain internal records and service history for warranty or follow-up
- To fulfill legal or regulatory obligations when required

We do **not** sell, rent, or share your personal information with third parties for marketing purposes.

3. Data Storage and Security

All client data, service records, and communications are stored securely using enterprise-grade cloud infrastructure that complies with industry best practices and relevant Canadian privacy standards.

Specifically:

- Data is encrypted both in transit and at rest
- Access to information is restricted to authorized personnel only
- Multi-factor authentication (MFA) and strong password protocols are enforced
- Devices used in service delivery are secured against unauthorized access

Our systems are aligned with the **safeguarding requirements of PIPEDA** and other applicable privacy regulations. We ensure that any cloud services used for client data storage adhere to internationally recognized standards for information security and data privacy.

4. Data Retention and Deletion

We retain personal information only as long as necessary to fulfill the purposes outlined in this policy, or as required by law. Temporary client data (such as transferred files or backup images) is deleted **promptly upon completion of the service**, unless the client has requested otherwise in writing.

Clients may request the deletion of any retained information by contacting us (see Section 6).

5. Your Rights as a Client

As a client, you have the right to:

- Access any personal data we hold about you
- Request corrections to inaccurate information
- Withdraw consent for future contact
- Request deletion of your personal data, subject to legal limitations

To exercise these rights, please contact us using the details below.

6. Contact Us

If you have any questions or concerns about our privacy practices or would like to make a request under this policy, you may contact us at:

1001282696 ONTARIO INC Operating as **Confluence Techworks**

EMAIL: contact@confluencetechworks.ca

PHONE: (519) 838 8403