
PRIVACY POLICY

OUR COMPANIES ARE A PART OF XPERT SOLUTIONS WHICH INCLUDE TECH!ESPRESSO AND TECHS-ON-THE-BEACH.

THIS PRIVACY POLICY WILL EXPLAIN HOW OUR ORGANIZATION USES THE PERSONAL DATA WE COLLECT FROM YOU WHEN YOU BOOK AN APPOINTMENT THROUGH OUR WEBSITE. IF YOU ARE NOT BOOKING AN APPOINTMENT, WE DO NOT COLLECT ANY OF YOUR PERSONAL INFORMATION AT ALL.

TOPICS:

- WHAT DATA DO WE COLLECT?
- HOW DO WE COLLECT YOUR DATA?
- HOW WILL WE USE YOUR DATA?
- HOW DO WE STORE YOUR DATA?
- MARKETING
- WHAT ARE YOUR DATA PROTECTION RIGHTS?
- WHAT ARE COOKIES?
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- WHAT TYPES OF COOKIES DO WE USE?
- HOW TO MANAGE YOUR COOKIES
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- HOW TO CONTACT US
- HOW TO CONTACT THE APPROPRIATE AUTHORITIES

WHAT DATA DO WE COLLECT?

OUR COMPANY COLLECTS THE FOLLOWING DATA AFTER YOU HAVE BOOKED AN APPOINTMENT FOR OUR SERVICES:

- Personal identification information (Name, email address, phone number and physical address of your home or place of business).
- information about your computer that you provide us in order to describe your computer related problem.

HOW DO WE COLLECT YOUR DATA?

YOU DIRECTLY PROVIDE OUR COMPANY WITH ALL OF THE DATA WE COLLECT. WE COLLECT DATA AND PROCESS DATA WHEN YOU:

- Book an appointment for any of our services.
- Voluntarily complete a customer survey, provide feedback on any of our messages or register for our newsletter.

HOW WILL WE USE YOUR DATA?

OUR COMPANY COLLECTS YOUR DATA SO THAT WE CAN:

- Contact you via telephone or email in regards to your scheduled appointment. This includes personal phone calls from our staff or automated reminders.
- Send our technician to your provided address for the purpose of repairing your computer related issue.
- Email you with technology related news we think you might like.
- When Our Company processes your payment after the completion of our services, it may send your data to, and also use the resulting information from, credit reference agencies to prevent fraudulent purchases.

HOW DO WE STORE YOUR DATA?

- Our Company securely stores your data at the “SquareSpace Inc.” and “Sender inc.” data centres.
- Our Company will keep your personal data until you specifically request to have it removed and deleted.

MARKETING

OUR COMPANY MAY SEND YOU INFORMATION THROUGH “SENDER INC.” ABOUT PRODUCTS AND SERVICES, AS WELL AS TECHNOLOGY RELATED NEWS OF OURS THAT WE THINK YOU MIGHT LIKE.

- If you have agreed to receive marketing, you may always opt out at a later date.
- You have the right at any time to stop Our Company from contacting you for marketing purposes.
- If you no longer wish to be contacted for marketing purposes, please unsubscribe using the unsubscribe link on one of our newsletters that were sent to your email address.

WHAT ARE YOUR DATA PROTECTION RIGHTS?

OUR COMPANY WOULD LIKE TO MAKE SURE YOU ARE FULLY AWARE OF ALL OF YOUR DATA PROTECTION RIGHTS.

EVERY USER IS ENTITLED TO THE FOLLOWING:

- The right to access - You have the right to request Our Company for copies of your personal data.
- The right to rectification - You have the right to request that Our Company correct any information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.
- The right to erasure — You have the right to request that Our Company erase your personal data, under certain conditions.

- The right to restrict processing - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.
- The right to object to processing - You have the right to object to Our Company's processing of your personal data, under certain conditions.
- The right to data portability - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us as follows:

EMAIL: CONTACT@TECHESPRESSO.CA

CALL: +1-587-333-8636

WHAT ARE COOKIES?

COOKIES ARE TEXT FILES PLACED ON YOUR COMPUTER TO COLLECT STANDARD INTERNET LOG INFORMATION AND VISITOR BEHAVIOUR INFORMATION. WHEN YOU VISIT OUR WEBSITES, WE MAY COLLECT INFORMATION FROM YOU AUTOMATICALLY THROUGH COOKIES OR SIMILAR TECHNOLOGY.

FOR FURTHER INFORMATION, PLEASE VISIT ALLABOUTCOOKIES.ORG

HOW DO WE USE COOKIES?

OUR COMPANY USES COOKIES IN A RANGE OF WAYS TO IMPROVE YOUR EXPERIENCE ON OUR WEBSITE,

INCLUDING:

- When engaging in communications through our contact form.
- When engaging in communications through our Chat form.
- When booking an appointment for our services.

WHAT TYPES OF COOKIES DO WE USE?

THERE ARE A NUMBER OF DIFFERENT TYPES OF COOKIES, HOWEVER, OUR WEBSITE USES:

FUNCTIONALITY – OUR COMPANY USES THESE COOKIES SO THAT WE RECOGNIZE YOU ON OUR WEBSITE CHAT FORM AND REMEMBER YOUR PREVIOUS MESSAGES AND COMMUNICATION. THESE COULD INCLUDE DIGITAL MESSAGES EXCHANGED WITH OUR STAFF, THE LOCATION YOU ARE IN, YOUR BROWSER INFORMATION, YOUR IP ADDRESS AND INFORMATION REGARDING THE COMPUTER OR DEVICE YOU USED WHILE COMMUNICATING WITH US. THESE MAY CONSIST OF A MIX OF FIRST-PARTY AND THIRD-PARTY COOKIES.

ADVERTISING – WE DO NOT USE ADVERTISING COOKIES.

HOW TO MANAGE COOKIES

YOU CAN SET [YOUR BROWSER NOT TO ACCEPT COOKIES](#), AND THE ABOVE WEBSITE TELLS YOU HOW TO REMOVE COOKIES FROM YOUR BROWSER. HOWEVER, IN A FEW CASES, SOME OF OUR WEBSITE FEATURES MAY NOT FUNCTION AS A RESULT.

PRIVACY POLICIES OF OTHER WEBSITES

OUR COMPANY WEBSITE MAY CONTAIN LINKS TO OTHER WEBSITES. OUR PRIVACY POLICY APPLIES ONLY TO OUR WEBSITE, SO IF YOU CLICK ON A LINK TO ANOTHER WEBSITE, YOU SHOULD READ THEIR PRIVACY POLICY.

CHANGES TO OUR PRIVACY POLICY

OUR COMPANY KEEPS ITS PRIVACY POLICY UNDER REGULAR REVIEW AND PLACES ANY UPDATES ON THIS WEB PAGE. THIS PRIVACY POLICY WAS LAST UPDATED ON 08-SEPTEMBER-2019.

HOW TO CONTACT US

IF YOU HAVE ANY QUESTIONS ABOUT OUR COMPANY'S PRIVACY POLICY, THE DATA WE HOLD ON YOU, OR YOU WOULD LIKE TO EXERCISE ONE OF YOUR DATA PROTECTION RIGHTS, PLEASE DO NOT HESITATE TO CONTACT US.

EMAIL: CONTACT@TECHESPRESSO.CA

CALL: +1-587-333-8636

HOW TO CONTACT THE APPROPRIATE AUTHORITY

SHOULD YOU WISH TO REPORT A COMPLAINT OR IF YOU FEEL THAT OUR COMPANY HAS NOT ADDRESSED YOUR CONCERN IN A SATISFACTORY MANNER, YOU MAY CONTACT THE INFORMATION COMMISSIONER'S OFFICE.

WEBSITE: [HTTPS://WWW.OIC-CI.GC.CA/EN](https://www.oic-ci.gc.ca/en)

EMAIL: GENERAL@OIC-CI.GC.CA

TELEPHONE: 1-800-267-0441

ADDRESS: OFFICE OF THE INFORMATION COMMISSIONER
30 VICTORIA STREET, 7TH FLOOR
GATINEAU QC K1A 1H3