

At Trapeze Communications Inc., we are committed to protecting your privacy. This Privacy Policy outlines how we collect, use, and safeguard your personal information when you visit our website and interact with our services. By using our website, you consent to the practices described in this policy.

1. Information We Collect

We collect information in the following ways:

a. Personal Information You Provide

When you contact us through our website, sign up for newsletters, or request a consultation, you may provide the following personal information:

- Name
- Email address
- Phone number
- Company name (if applicable)
- Project details (if applicable)
- Payment information (for billing purposes, if applicable)

b. Automatically Collected Information

We automatically collect certain information about your use of our website, including:

- IP address
- Browser type and version
- Device type
- Pages visited
- Referring website URLs
- Time and date of your visit
- Location data (if applicable)

This information is collected using cookies, web beacons, and other tracking technologies.

2. How We Use Your Information

We use the information we collect in the following ways:

- To respond to inquiries and provide services you request (e.g., project consultations, quotes, etc.)
- To improve our website and services (e.g., analyzing user behavior to enhance the user experience)

- To send promotional communications (e.g., newsletters, updates) with your consent
- To process payments and manage your account (if applicable)
- To comply with legal obligations and protect our rights

3. Cookies and Tracking Technologies

We use cookies and similar technologies to improve your experience on our website. These technologies allow us to remember your preferences, track usage patterns, and enhance the functionality of the site.

- Cookies: Small text files stored on your device that help us identify you and your preferences.
- Web Beacons: Small graphic images embedded on pages that help us monitor website activity.

You can manage your cookie preferences by adjusting your browser settings. However, please note that disabling cookies may affect certain functionalities on our website.

4. Sharing Your Information

We do not sell or rent your personal information to third parties. However, we may share your information with trusted third-party service providers who assist us in operating our website, conducting business, or servicing you. These may include:

- Payment processors (for transactions)
- Email marketing platforms (for newsletters)
- Web hosting providers and technical support
- Analytics providers (e.g., Google Analytics)

We require these third parties to handle your information in a secure manner and in accordance with this Privacy Policy.

5. Data Security

We implement reasonable technical and organizational measures to protect your personal information from unauthorized access, disclosure, alteration, or destruction. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

6. Your Rights

Depending on your location, you may have certain rights regarding your personal information, including:

- The right to access and receive a copy of the personal information we hold about you.
- The right to request correction of inaccurate or incomplete information.
- The right to request deletion of your personal information, subject to certain exceptions.
- The right to opt out of receiving promotional communications.

To exercise your rights, please contact us at [Your Contact Information].

7. Third-Party Links

Our website may contain links to third-party websites or services that are not operated by us. We are not responsible for the privacy practices or content of these third-party websites. We encourage you to review their privacy policies before submitting any personal information.

8. International Data Transfers

If you are accessing our website from outside of Canada, please be aware that your information may be transferred to and processed in Canada, where our servers and operations are located. By using our website, you consent to such transfers and processing.

10. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. When we do, we will post the updated version on this page with a new effective date. We encourage you to review this policy periodically to stay informed about how we are protecting your information.

11. Contact Us

If you have any questions or concerns about this Privacy Policy, please contact us at: info@trapeze.ca