

Ryan Shorten Heat + Cool

Privacy Policy and Statement

Last updated: August 1st 2022

This Privacy Policy defines our policies and procedures on the use and disclosure of your information when using the services of Ryan Shorten Heat + Cool. This outlines your privacy rights and is in coordination to the privacy laws of Canada.

Your personal data is use to provide and improve Ryan Shorten Heat + Cool. By using our services, you agree to the collection and use of information in accordance with this Privacy Policy.

Minors (under the age of 18)

Minors are not eligible to use the services of Ryan Shorten Heat + Cool. Please do not submit any personal information if 18 years of age and younger.

Personal Data

While using Ryan Shorten Heat + Cool, we may request you to provide certain personally identifiable information that can be used to contact or identify you. Personal identification information may include, but not limited to;

- Email Address
- First and Last name
- Phone Number
- Address, Province, City and Postal code
- Usage Data

Usage Data

Usage data is collected automatically when using Ryan Shorten Heat + Cool. This information is collected either by; phone, email, through our website and other online sources. This data collection includes, and not limited to; IP address, web browser type and/or version, time and date, and other identifiers and analytic data.

Google Analytics, Tracking Cookies and Other Tracking Technologies

Ryan Shorten Heat + Cool uses Google Analytics and Tracking Cookies to obtain and store information. This is to improve, support, enhance, and analyze our services and features. Ryan Shorten Heat + Cool can and may use other tracking technologies including; log files, pixel tags, web beacons, and other methods for obtaining and storing data.

- Google Analytics is used to study the browsing behaviour of visitors to this website. This program/service is offered and maintained by Google. The service provided is to better check the performance of marketing, content, products and other services. Google Analytics collects information such as; the number of visitors to our web-based services, their location, demographic details, type of browser, time of visit, and duration.
- Cookies or Browser Cookies: A cookie is a small file that is passed from a website to an end user's (your) computer. The cookie is used to save information about the interaction between you and the site, such as login credentials, preferences, and any work in progress. The cookie file is automatically stored by your browser (e.g., Internet Explorer or Firefox) on the local hard drive, and it can later be retrieved by the website.

For more information on Google Analytics and Google's Privacy Policy please refer to their site.

<https://policies.google.com/privacy?hl=en>

For more information pertaining to cookies and other tracking devices please visit the Office of the Privacy Commissioner of Canada.

Use of Your Personal Data

Ryan Shorten Heat + Cool may use your Personal Data for the following purposes:

- To provide and maintain our Service, including to monitor the usage of our services.
- To manage your account
- To contact you
- To provide you with; marketing material containing special offers, sales, and information about goods and services
- To Manage Your Requests
- Other Purposes, such as but not limited to; data analysis, feedback on our services provided, the effectiveness of campaigns, and other reasons to share your experience.

Sharing of Your Personal Information

Ryan Shorten Heat + Cool will not rent or sell your Personal Information to third parties without your consent, except as noted below:

- Accounting uses and purposes. Information such as; full name and/or business name, email, address, phone number and details about the equipment serviced and/or installed at the according address.
- Scheduling, dispatching, and maintaining customer profile information. Information such as; full name and/or business name, email, address, phone number and details about the equipment serviced and/or installed at the according address.
- Surveys, marketing sources, and other forms of feedback.

Any Personal Information or content that you voluntarily disclose for posting on public pages, such; websites, social media platforms, review pages, and other internet based sources becomes available to the public, as controlled by any applicable privacy settings. Any content that you make public is viewable and searchable by others. If you remove information that you posted to the services, such as; HouseCall Pros, Intuit and web based sites, copies may remain viewable in cached and archived pages of the these sources/services, or if other users have copied or saved that information. You may also choose to share your location, name, or other Personal Information on third-party services like Facebook or Instagram through the use of functionality we provide on the Service (i.e., a "post on Facebook" button). Please note that if you choose to share your Personal Information on these third-party services, your Personal Information will be made visible in accordance with your applicable privacy settings on such services (if any), and that such Personal Information may be collected and used in accordance with that third-party service's own rules and policies. This Privacy Policy does not govern the collection or use of your Personal Information on third-party services, and if you choose to share your Personal Information on a third-party website or service (like Facebook) you do so at your own risk.

Ryan Shorten Heat + Cool uses Intuit both online and app versions as a primary source of; creating, maintaining and storing records/information, in order to follow government regulation in filing and collecting HST (Harmonized Service Taxes). This program is also used as a secondary back up source in collecting data such as; full name, full address, email address, phone numbers, a list of equipment serviced, goods sold, and details pertaining to the service(s) provided.

Ryan Shorten Heat + Cool uses Housecall Pro both web and app versions as a primary source of; creating, maintaining and storing records/information, in order to provide prompt, accurate and precise service(s). This program is used, and stores personal information such as; full name, full address, email address, phone numbers, a list of equipment serviced, goods sold, and details pertaining to the service(s) provided.

Ryan Shorten Heat + Cool uses social media platforms such as; Facebook, and Instagram to post photos of work conducted, whether serviced or installed. These posts will not contain personal information. All personal details such as; address, full name, phone number(s) email address(es) and other personal information will not be used on posts unless authorized by the individual(s).

Please refer to Housecall Pro Privacy Act for details on their Privacy Policy <https://www.housecallpro.com/privacy/>

Please refer to Intuit for details on their Privacy and Security Commitments <https://www.intuit.com/privacy/>

Please refer to Facebook for details on their Privacy Policy

Please refer to Facebook for details on their Privacy Policy

Privacy Laws in Canada

Ryan Shorten Heat + Cool complies with the requirements of all applicable laws in Ontario and Federal laws of Canada when personal data is collected.

Changes to This Privacy Policy and Statement

Ryan Shorten Heat + Cool may change, modify and/or update this Privacy Policy and Statement at any time to reflect changes in the business. Please ensure to review this page regularly. When modified in material manor, Ryan Shorten Heat + Cool will contact customers and clients via email to ensure full disclosure of changes/structures.

Contact Us

If you should have any questions regarding this Privacy Policy and Statement, please contact us at info@ryanshortenheatcool.com