

Privacy Policy

Hydronex Plumbing & Heating Ltd. Last updated: June 24, 2026

1. Introduction

Hydronex Plumbing & Heating Ltd. ("Hydronex", "we", "us", or "our") is committed to protecting the privacy of our customers and website visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information in accordance with Alberta's *Personal Information Protection Act* (PIPA) and Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA).

By using our website at hydronex.ca or submitting any form on our site, you consent to the practices described in this policy.

2. Information We Collect

We may collect the following personal information from you:

- **Full name**
- **Email address**
- **Phone number**
- **Details about your plumbing or heating system** (as provided in service request forms)
- **General location information** (Edmonton and surrounding area, as relevant to service delivery)

We collect this information only when you voluntarily submit it through our contact, estimate request, or emergency service forms.

We do **not** collect sensitive financial information (such as credit card numbers) through our website.

3. Why We Collect Your Information

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

- To respond to your service requests, emergency calls, or estimate inquiries
- To schedule and coordinate service appointments
- To communicate with you about your project or service
- To send follow-up correspondence related to work completed
- To comply with legal and regulatory obligations

We will not use your personal information for any purpose other than those listed above without your prior consent.

4. How We Share Your Information

Hydronex does not sell, rent, or trade your personal information to third parties.

We may share your information with:

- **Service technicians and staff** who need it to fulfill your service request
 - **Third-party service providers** (e.g., email or scheduling software) who assist us in operating our business, under confidentiality agreements
 - **Regulatory or legal authorities** if required by law or to protect the rights and safety of our clients or staff
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5. How Long We Keep Your Information

We retain your personal information only as long as necessary to fulfill the purposes for which it was collected, or as required by applicable law. When your information is no longer needed, it will be securely deleted or anonymized.

6. How We Protect Your Information

We take reasonable technical and organizational measures to protect your personal information from unauthorized access, use, disclosure, or loss. These measures include secure data storage and restricted access to personal information within our organization.

While we take privacy seriously, no method of transmission over the internet is 100% secure. We encourage you to contact us directly if you have concerns about the security of your information.

7. Your Rights

Under PIPA (Alberta) and PIPEDA, you have the right to:

- **Access** the personal information we hold about you
- **Correct** any inaccurate or incomplete information
- **Withdraw consent** to the use of your information (subject to legal or contractual restrictions)
- **Request deletion** of your personal information, where applicable

To exercise any of these rights, please contact us using the information in Section 9.

8. Data Breach Notification

In the event of a privacy breach that poses a real risk of significant harm to you, we will notify you and the relevant regulatory authority as required under PIPA and PIPEDA.

9. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us:

Hydronex Plumbing & Heating Ltd. Email: n.mcintyre@hydronex.ca Phone: 780-938-6313 Service Area: Edmonton and Area, Alberta

10. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page with an updated "Last updated" date. We encourage you to review this policy periodically.

This Privacy Policy was prepared in accordance with Alberta's Personal Information Protection Act (PIPA, SA 2003, c P-6.5) and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA, SC 2000, c 5).