



PRIVACY POLICY

1. Introduction Quality Local Contractors ("QLC," "we," "us," or "our") is committed to protecting your privacy. This Privacy Policy outlines how we collect, use, store, and protect user data in accordance with applicable Canadian and U.S. privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and, where applicable, the California Consumer Privacy Act (CCPA) and other U.S. state laws.

2. Information We Collect We may collect the following types of personal and non-personal information:

- **Personal Information:** Name, contact details (email, phone number), business name, service area, payment details, and other identifying details.
- **Usage Data:** IP addresses, browser type, access times, and website interaction details.
- **Cookies and Tracking Technologies:** We use cookies and similar technologies to improve user experience and analyze site traffic.

3. How We Use Your Information QLC collects and processes user data for the following purposes:

- To provide and improve our services, including lead generation and contractor-client connections.
- To process transactions and manage billing.
- To communicate with users regarding inquiries, updates, and promotional content (with user consent).

- To ensure platform security and prevent fraud.
- To comply with legal obligations and enforce our Terms of Service.

4. Data Sharing and Disclosure We do not sell personal data. However, we may share data in the following circumstances:

- **With Clients and Contractors:** As necessary to facilitate service connections.
- **With Service Providers:** Third-party vendors assisting in payment processing, website analytics, and platform security.
- **For Legal Compliance:** If required by law, court order, or government request.
- **Business Transfers:** If QLC undergoes a merger, acquisition, or asset sale, user data may be transferred.

5. Data Security We implement industry-standard security measures to protect user data from unauthorized access, alteration, or disclosure. However, no online platform can guarantee complete security.

6. Data Retention We retain personal data only for as long as necessary to fulfill business and legal requirements. Users may request deletion of their data, subject to applicable legal obligations.

7. User Rights Depending on applicable privacy laws, users may have the following rights:

- **Access & Correction:** Request access to and correction of personal data. ●

Data Portability: Obtain a copy of personal data in a commonly used format. ●

Opt-Out: Withdraw consent for certain data processing activities. ● **Erasure:**

Request deletion of personal data, subject to legal exceptions.

8. Cookies and Tracking Technologies Users can manage cookie preferences through their browser settings. Disabling cookies may affect site functionality.

9. Cross-Border Data Transfers User data may be stored and processed in Canada, the United States, or other jurisdictions. By using our services, users consent to such transfers.

10.Changes to This Policy QLC reserves the right to modify this Privacy Policy. Significant changes will be communicated through our website or direct notification.