

## 1. Introduction

Autowatch Canada (“Autowatch”, “we”, “our”, or “us”) is committed to protecting your privacy and handling your personal information in a transparent and secure manner.

This Privacy Policy explains how we collect, use, store, and protect your personal information in accordance with applicable Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

## 2. Information We Collect

We may collect and process the following types of personal information:

### a) Information You Provide

Name

Email address

Phone number

Vehicle information (if applicable)

Any information submitted through contact forms, bookings, or inquiries

### b) Website Usage Data

When you visit our website, we may automatically collect:

IP address

Browser type and device information

Pages visited and time spent on site

This is typically collected using analytics tools and does not identify you personally.

## 3. How We Use Your Information

We use your personal information to:

Respond to inquiries and provide customer support

Process registrations or service requests

Improve our website and services

Ensure the security and functionality of our systems

We do not sell, rent, or trade your personal information to third parties.

## 4. Cookies & Analytics

Our website uses tools such as Google Analytics to understand user behavior and improve performance.

Data is collected in an aggregated and anonymized form

We do not attempt to identify individual visitors

You can disable cookies through your browser settings

## 5. Data Security

We take appropriate technical and organizational measures to protect your personal information, including:

SSL encryption for secure website communication

Secure data storage systems

Access controls to limit who can view your data

While we take reasonable precautions, no method of transmission over the internet is 100% secure.

## 6. Email Communications

Emails sent to us are protected using encryption protocols (such as TLS where supported).

We may monitor communications for:

Security threats (e.g., malware)

System integrity

You are responsible for ensuring your communications are lawful.

## 7. Mobile Applications

Certain Autowatch mobile applications may function differently with respect to personal data:

### Applications That Do NOT Collect Personal Data

Ghost-II App (iOS & Android)

Ghost BT Update App

Ghost CONFIG App

These applications:

Do not require user accounts

Do not store or transmit personal data

May request location access due to Bluetooth requirements, but this data is not used or stored

### Applications That May Collect Limited Data

Ghost Messenger & Ghost Link Apps

These applications may require:

Phone number

Username or login credentials

Data is used strictly to:

Enable app functionality

Maintain account security

Provide services

Additional notes:

Two-factor authentication (SMS) may be used

Users are responsible for maintaining password confidentiality

Data may be shared with trusted service providers strictly for service delivery (not marketing)

## 8. Sharing of Information

We may share your personal information only when necessary:

With trusted service providers who help deliver our services

When required by law (e.g., fraud prevention, legal obligations)

We do not use your data for third-party marketing purposes.

## 9. Your Rights (Canada)

Under Canadian privacy law, you have the right to:

Access your personal information

Request corrections to inaccurate data

Withdraw consent (where applicable)

Request deletion of your information (subject to legal obligations)

To exercise your rights, contact us using the details below.

## 10. Third-Party Links

Our website may contain links to external websites. This Privacy Policy does not apply to those sites, and we encourage you to review their policies separately.

## 11. Complaints

If you have concerns about how your data is handled, please contact us first.

If unresolved, you may contact: Office of the Privacy Commissioner of Canada (OPC)

## 12. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Last Updated" date.

### 13. Contact Information

For questions, requests, or complaints:

Autowatch Canada [Insert Business Address] ■ Email: [questions@autowatchcanada.ca](mailto:questions@autowatchcanada.ca) ■ Phone:  
1 (800) 646-3132