

Privacy Policy

Last Updated: June 2026

Introduction

Roes Technology ("RoesTech", "we", "our", or "us") respects your privacy and believes personal information should be collected only when necessary.

Our approach is simple:

- We collect only the information needed to provide our services.
- We do not sell personal information.
- We do not use invasive advertising or tracking technologies.
- We strive to minimize the amount of customer information we retain.

This Privacy Policy explains what information we collect, how we use it, and the choices available to you.

Our Privacy Principles

Roes Technology is committed to the following principles:

Data Minimization

We collect only the information reasonably necessary to provide services, communicate with customers, process payments, and meet legal obligations.

No Sale of Personal Information

We do not sell, rent, trade, or broker customer information.

Limited Tracking

We do not use advertising trackers, behavioral profiling systems, or third-party marketing pixels.

Responsible Retention

We retain information only as long as necessary for business, legal, accounting, or operational purposes.

Information We Collect

Contact Information

When you contact us or request services, we may collect:

- Name
- Email address
- Telephone number
- Business name (if applicable)

Service Information

To diagnose and resolve technical issues, we may collect information relevant to the requested service, such as:

- Device type
- Operating system version
- Hardware specifications
- Software versions
- Network configuration details
- Diagnostic information

We request only information relevant to the service being provided.

Billing Information

When services are purchased, we may collect:

- Billing name
- Billing address
- Invoice records
- Payment records

We do not store payment card information unless required through a secure third-party payment processor.

Website Information

Our website may automatically collect limited technical information for security and operational purposes, including:

- IP address

- Browser type
- Operating system
- Pages visited
- Date and time of access

This information is used primarily for security, troubleshooting, and website administration. We use third-party infrastructure providers, including Cloudflare, to host and secure our website. These providers may process technical information such as IP addresses and browser information in jurisdictions outside Canada.

Information We Do Not Intentionally Collect

We generally do not request or collect:

- Social Insurance Numbers
- Government identification numbers
- Banking credentials
- Unrelated personal information
- Sensitive personal information not required for the requested service

Customers should avoid submitting information that is not necessary for the service they are requesting.

How We Use Information

We use information only for legitimate business purposes, including:

- Providing requested services
- Responding to inquiries
- Scheduling appointments
- Creating invoices
- Processing payments
- Maintaining business records
- Improving service quality
- Maintaining website security
- Complying with legal obligations

We do not use customer information for targeted advertising.

Tracking, Cookies, and Analytics

We aim to minimize online tracking.

What We Do Not Use

Our website does not use:

- Advertising networks
- Retargeting systems
- Third-party marketing pixels
- Behavioral profiling tools

Examples include advertising technologies commonly associated with social media and online advertising platforms.

Cookies

We may use essential cookies required for basic website functionality.

These cookies are not used for advertising or cross-site tracking.

Website Analytics

If website analytics are used, they will be configured to collect only aggregated, non-identifying information where practical.

We may use privacy-focused analytics solutions that are designed to minimize data collection and avoid cross-site tracking.

Data Sharing

We do not sell or share personal information for marketing purposes.

Information may be shared only:

- With service providers necessary to operate our business
- To comply with legal requirements
- To protect our rights, property, or safety
- With your consent

Service providers may include:

- Website hosting providers
- Email providers
- Accounting and invoicing systems
- Payment processors

These providers receive only the information reasonably necessary to perform their services.

Remote Support and Device Access

When providing technical support, Roes Technology may temporarily access customer devices, systems, accounts, or files.

Access is used solely to provide the requested service.

Customers are encouraged to close or secure sensitive personal information before support sessions whenever practical.

Data Retention

We retain information only for as long as reasonably necessary to:

- Provide services
- Maintain customer records
- Meet tax and accounting requirements
- Resolve disputes
- Comply with legal obligations

When information is no longer required, it is securely deleted or anonymized where practical.

Security

We use reasonable administrative, technical, and physical safeguards to protect information against unauthorized access, disclosure, loss, misuse, or alteration.

No system can guarantee absolute security, but we strive to use industry-standard practices appropriate for a small business environment.

Google Business Profile and Third-Party Services

Customers may choose to interact with Roes Technology through third-party platforms, including Google Business Profile, email providers, payment processors, and review platforms.

Information submitted through those services is also subject to the privacy policies of those providers.

Roes Technology does not control the privacy practices of third-party services.

Your Rights

Subject to applicable law, you may request:

- Access to personal information we hold about you
- Correction of inaccurate information
- Withdrawal of consent where applicable
- Information about how your information is used

Requests may be submitted using the contact information below.

Children's Privacy

Our services are not directed toward children under the age of 13, and we do not knowingly collect personal information from children.

Changes to This Policy

We may update this Privacy Policy from time to time.

The latest version will always be available on our website and will indicate the date of the most recent revision.

Contact Information

For privacy-related questions or requests, please contact:

Roes Technology

contact@roestech.ca

226-336-7366