

PRIVACY POLICY

Last Updated: August 2026

Your privacy is important to us.

At **Trellidor Canada**, we are committed to protecting the personal information entrusted to us and to handling that information responsibly, transparently and securely.

Trellidor Canada complies with applicable Canadian privacy legislation, including the **Personal Information Protection and Electronic Documents Act (PIPEDA)**, where applicable.

This Privacy Policy explains what personal information we may collect, why we collect it, how we use and protect it, when it may be shared, and the choices and rights available to you.

PERSONAL INFORMATION WE COLLECT

The personal information we collect depends on how you interact with Trellidor Canada and may include:

- Your name and contact information, including your email address, telephone number, mailing address and other information you provide to us.
- Information submitted when you complete a website contact form, request a quote, request information about our products or services, or otherwise communicate with us.
- Information relating to your product or service inquiry, including details necessary to understand your security requirements and connect you with an appropriate Trellidor representative, dealer or installer.
- Information you provide when communicating with us by telephone, email, social media or other channels.
- Information about your interactions with our website, including your IP address, browser type, device information, pages visited, referring website, approximate location and other technical information.
- Information collected through cookies, analytics tools and similar technologies used to understand website usage and improve our website and marketing.
- Where applicable, records relating to purchases, quotations, installations, warranty inquiries, customer service or other business transactions.

We aim to collect only the personal information reasonably necessary for the purposes identified at or before the time of collection.

HOW WE USE PERSONAL INFORMATION

Trellidor Canada may collect, use and disclose personal information for purposes including:

- Responding to inquiries and requests for information.
- Providing quotes and information about Trellidor products and services.

- Connecting customers with authorized Trellidor dealers, installers or representatives.
- Processing and administering customer orders, services, installations, warranties or other business transactions.
- Providing customer service and responding to questions or concerns.
- Operating, maintaining and improving our website, products and services.
- Understanding how visitors interact with our website.
- Conducting analytics and measuring the effectiveness of our advertising and marketing.
- Sending promotional communications where you have provided consent or where otherwise permitted by law.
- Preventing fraud, misuse, security threats or other unlawful activities.
- Maintaining appropriate business and transaction records.
- Complying with applicable legal and regulatory requirements.
- Protecting the rights, property and security of Trellidor Canada, our customers, employees, partners and others.

We will not use personal information for a materially different purpose without obtaining consent where required by law.

CONSENT

Trellidor Canada obtains consent for the collection, use and disclosure of personal information where required by applicable privacy legislation.

The form of consent may vary depending on the nature and sensitivity of the information and the circumstances in which it is collected.

Where permitted by law, you may withdraw your consent to certain uses of your personal information by contacting us. Withdrawal of consent may affect our ability to provide certain products or services to you.

MARKETING COMMUNICATIONS

Where you have consented, or where otherwise permitted by Canadian law, Trellidor Canada may use your contact information to communicate with you about products, services, promotions, news or other information that may be of interest to you.

You may unsubscribe from promotional email communications at any time by using the unsubscribe option included in the communication or by contacting us.

You may continue to receive transactional or service-related communications where necessary to administer an existing relationship, inquiry, quotation, purchase, warranty or service request.

COOKIES AND WEBSITE ANALYTICS

Our website may use cookies, pixels and similar technologies to operate the website, remember preferences, understand website traffic and usage, measure advertising performance and improve the user experience.

We may use third-party analytics, advertising or technology providers to assist with these activities.

Depending on your browser and device settings, you may be able to disable or restrict certain cookies. Disabling cookies may affect the functionality of some portions of our website.

Where required by applicable law, we will obtain appropriate consent for the use of cookies and similar tracking technologies.

SHARING PERSONAL INFORMATION

Trellidor Canada does **not sell personal information**.

We may disclose personal information to third parties where reasonably necessary for the purposes described in this Privacy Policy, including:

- Authorized Trellidor dealers, installers or representatives where necessary to respond to an inquiry or provide requested products or services.
- Website hosting, IT and cloud service providers.
- Website development and digital marketing providers.
- Analytics and advertising service providers.
- Customer relationship management and communications providers.
- Payment processors, where applicable.
- Professional advisors such as accountants, auditors, insurers and legal advisors.
- Trellidor group companies where necessary for legitimate administrative, technical or business purposes.
- Government agencies, regulators, law enforcement or other parties where disclosure is required or permitted by law.

Third-party service providers that process personal information on our behalf are expected to use appropriate safeguards and to process the information only for the purposes for which it was provided.

INTERNATIONAL AND CROSS-BORDER PROCESSING

Trellidor operates internationally, and Trellidor Canada may use service providers or affiliated companies located outside Canada.

As a result, personal information may in certain circumstances be transferred to, processed or stored in another province or country, including South Africa or the United States.

When personal information is processed outside Canada, it may be subject to the laws of that jurisdiction and may be accessible to courts, law enforcement or government authorities in accordance with those laws.

Trellidor Canada takes reasonable steps to ensure that service providers handling personal information on our behalf provide an appropriate level of protection.

DATA RETENTION

Trellidor Canada retains personal information only for as long as reasonably necessary to fulfill the purposes for which it was collected and to satisfy applicable legal, accounting, contractual and business requirements.

When personal information is no longer required, we will securely destroy, delete or anonymize it in accordance with our applicable retention practices.

DATA SECURITY

Trellidor Canada uses reasonable administrative, technical and physical safeguards appropriate to the sensitivity of the personal information in our possession or control.

These measures are intended to protect personal information against loss, theft, unauthorized access, use, disclosure, copying, modification or destruction.

Our safeguards may include access controls, secure systems, password protections, staff procedures and appropriate security measures used by our service providers.

Although we take reasonable precautions to protect personal information, no electronic transmission or storage system can be guaranteed to be completely secure.

PRIVACY BREACHES

Trellidor Canada maintains procedures for responding to suspected or confirmed privacy and security incidents.

Where required by applicable Canadian privacy legislation, we will report a breach of security safeguards to the appropriate privacy regulator and notify affected individuals where the breach creates a real risk of significant harm.

YOUR PRIVACY RIGHTS

Subject to applicable law, you may request:

- Access to personal information Trellidor Canada holds about you.
- Information about how your personal information has been used or disclosed.
- Correction of personal information that is inaccurate or incomplete.
- Withdrawal of consent for certain uses or disclosures, where applicable.
- Information about Trellidor Canada's privacy practices.

- The opportunity to raise a concern or complaint regarding our handling of your personal information.

We may need to verify your identity before processing an access or correction request.

Certain information may not be available for access where an exception under applicable law applies.

THIRD-PARTY WEBSITES

Our website may contain links to third-party websites or services.

Trellidor Canada is not responsible for the privacy practices, content or security of websites or services operated by third parties. We encourage you to review the privacy policies of any third-party websites you visit.

CHANGES TO THIS PRIVACY POLICY

Trellidor Canada may update this Privacy Policy periodically to reflect changes to our business practices, technology, services or legal requirements.

The most current version will be posted on our website together with the date it was last updated.

CONTACTING US

Trellidor Canada has designated a person responsible for overseeing our privacy practices and compliance with applicable Canadian privacy legislation.

Questions, requests or complaints concerning this Privacy Policy or the handling of your personal information may be directed to:

Privacy Officer

Trellidor Canada

17A-218 Silvercreek Pkwy. N.
Suite #113
Guelph, ON N1H 8E8
Canada

Email: info@trellidorcanada.com

Telephone: 519-500-3679

We will review and respond to privacy-related inquiries and complaints in accordance with applicable Canadian privacy requirements.

OFFICE OF THE PRIVACY COMMISSIONER OF CANADA

If you have a concern regarding Trellidor Canada's handling of your personal information, we encourage you to contact us first so that we have an opportunity to address the matter.

You may also contact the **Office of the Privacy Commissioner of Canada (OPC)** regarding concerns relating to compliance with applicable federal privacy legislation.

Office of the Privacy Commissioner of Canada

30 Victoria Street

Gatineau, Quebec K1A 1H3

Canada

Further information about your privacy rights and Canadian federal privacy legislation is available through the Office of the Privacy Commissioner of Canada.