



Privacy Policy for Technicare Imaging Ltd.

Last Updated: February 20, 2025

Technicare Imaging Ltd. (“we”, “us”, or “our”) is committed to protecting the privacy and confidentiality of personal information entrusted to us by our customers. This Privacy Policy outlines how we collect, use, disclose, and safeguard your personal information in accordance with Canadian privacy laws.

1. Collection of Personal Information: We collect personal information from customers when they engage with our photo lab services, including but not limited to:

- Contact information (e.g., name, address, email address, phone number)
- Payment information (e.g., credit card details)
- Names and addresses specifically for dispatching prints to end customers.

We collect personal information directly from customers or indirectly from third parties with consent or as permitted by law.

2. Use of Personal Information: We may use personal information for the following purposes:

- To provide photo printing and related services
- To communicate with customers about their orders
- To process payments and fulfill orders
- To respond to customer inquiries and provide customer support
- To improve our products and services
- To comply with legal obligations

3. Disclosure of Personal Information: We may disclose personal information to third parties in the following circumstances:

- With customer consent
- To service providers who assist us in operating our business (e.g., payment processors, shipping companies)
- To comply with legal obligations or respond to lawful requests from authorities

We do not sell or rent personal information to third parties for marketing purposes.

4. Data Security: We take reasonable measures to protect personal information from unauthorized access, use, or disclosure. These measures include physical, technical, and administrative safeguards.

5. Data Retention: We uphold a policy of retaining personal information for the duration necessary to fulfill the purposes for which it was collected or as stipulated by law. Regarding print orders, images are securely deleted after a period of 3 months. However, data associated with orders, including payment details, shipping information, and order contents, may be retained for extended periods beyond this time-frame.

6. Image Usage: Images sent to our lab are only used for printing as directed by the photographer submitting the print order. We do not share or redistribute images without consent.

7. Access and Correction: Customers have the right to access and correct their personal information held by us. To request access or correction, please contact us using the contact information provided below.

8. Consent: By using our photo lab services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

9. Changes to this Privacy Policy: We may update this Privacy Policy from time to time. Any changes will be posted on our website, and the revised Privacy Policy will be effective upon posting.

10. Contact Us: If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at:

info@technicare.com

Technicare Imaging LTD.

10924 119 Street NW, Edmonton, Alberta T5H 3P5

800-897-1844 or 780-424-7161