

# Site Privacy Policy

*Last updated: 20 May 2018*

CoupleSolutions ("us", "we", or "our") operates the website at <https://CoupleSolutions.ca> ("website").

By using our website, you agree to the collection and use of information about you in accordance with this policy. You are advised to review this policy page periodically for any changes.

**Additional policies, covered in our Client Service Agreement, apply to clients who engage our services.**

Please check our web site for that document if you would like to review it.

## **Personally Identifying Information**

We may ask you for information that can be used to contact or identify you personally, including but not limited to your name, phone number, postal address, email address, and any of your personal circumstances you may volunteer ("Personal Information"). This information is gathered to maintain contact with you, respond to you, and determine whether you may wish to become a client of ours.

Your personal information will not be sold, traded, or shared for commercial purposes by us. In general, **we will not disclose any of your personal information to anyone else.**

Nevertheless, if you reveal or we suspect a risk or occurrence of child abuse or physical harm to yourself or others, we may have a legal obligation or ethical duty to report the relevant information to the appropriate parties. This may include those at risk and those who may help provide protection, such as the MCFD, the police, medical personnel, etc.

You will not be subscribed to solicitations or general contact without your express permission. Upon your request, we will discontinue any contact with you.

We will not retain your personal information for any longer than it is needed for the purpose it was collected. You may ask us for the details of the personal information we have and how we are using it, and advise us as to changes or errors in it.

The security of your Personal Information is important to us, but remember that no method of information transmission or storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

To contact us, you are encouraged to call us by phone, or utilize our secure contact or booking forms, where such data will be kept encrypted in transmission and at rest. Please use caution if contacting us by email, SMS, or Facebook message, as these are not entirely secure channels of communication.

Unless you indicate otherwise, your choice of medium for contacting us implicitly gives us permission to contact you by the same means and regarding the same subject matter.

Our website does not address or knowingly collect personally identifiable information from children under 13.

## Server Log Data

We collect information that your browser sends whenever you visit our website ("Log Data"), which we may use to assess and improve the efficiency of our website. This Log Data may include information such as your device's Internet Protocol ("IP") address, browser type, browser version, the pages of our website visited, the time and date of visit, the time spent on those pages, files downloaded, and other statistical information on traffic patterns.

This type of information pertains only to the devices, software, or accounts you use, and we cannot identify you personally from it. While unlikely, others who have access to your services or accounts may be able to determine or presume your identity and link it to your use.

We may employ third-party companies to provide or facilitate our website, perform website-related services such as booking or payment processing, or to assist us in analyzing how our website is used. These third parties may have access to your log data or personal information solely to perform these tasks on our behalf.

## Local Device Data and Cookies

Cookies are files with a small amount of data, which may include an anonymous but unique code to tag your identity. Most web sites you visit will send cookies to your browser, which may remain on your local device indefinitely.

When you use and access our website, we or our affiliated services may use such cookies to recognize and track your browser as you explore or return to our website. However, we do NOT employ cookies for tracking or remarketing purposes elsewhere, for example to display our advertisements to you as you browse other websites.

Nevertheless, some cookies or other traces of cached data from our website may remain on your device, revealing your interest in our service to those who have access to it. **If you are concerned that others may track or investigate your web browsing, you are urged to use the private (also known as Incognito or InPrivate) feature of your browser, or clear or delete your browsing history, cache and cookies after each use.**

Please note that if you set your browser to refuse to accept cookies or you delete them, parts of our website might not display or function properly.

## Links to Other Sites

Our website may contain links to other websites that are not operated by us. It is your responsibility to review the Privacy Policy and Terms of every site you visit. We have no control over, and assume no responsibility for the content, terms, privacy policies or practices of any third-party sites or services.

## Contact Us

If you have any inquiries or complaints about the use of your information or this policy, please contact us using our secure contact form.