

## Privacy Policy

Last updated: May 1, 2025

This Privacy Policy outlines how **Hear at Home Mobile Hearing Clinic Ltd.** (“we,” “us,” or “our”) collects, uses, discloses, and protects your personal information when you use our website and services. It also explains your rights under Canadian privacy laws, including the *Personal Information Protection and Electronic Documents Act (PIPEDA)*.

By accessing or using our services, you agree to the terms of this Privacy Policy and consent to the collection, use, and disclosure of your personal information as described herein. We are committed to safeguarding your personal information and maintaining your trust.

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## Interpretation and Definitions

### Interpretation

The words with capitalized initial letters have meanings defined below. These definitions apply whether the terms appear in singular or plural form.

### Definitions

For the purposes of this Privacy Policy:

- **Account** means a unique account created for you to access our services or parts of our services.
- **Company** (referred to as either "the Company," "We," "Us" or "Our") refers to Hear at Home Mobile Hearing Clinic Ltd., located at 112–3721 Delbrook Avenue, North Vancouver, BC, V7N 3Z4.
- **Cookies** are small data files placed on your computer, mobile device, or other device by a website, typically to store information such as browsing history or preferences.
- **Country** refers to Canada, specifically the Province of British Columbia.
- **Device** means any device that can access our services, including computers, smartphones, and tablets.
- **Personal Data** means any information that relates to an identified or identifiable individual.
- **Service** refers to the Website and any related services provided by the Company, including in-person care, mobile visits, phone, email, and SMS/text communications.

- **Service Provider** means any third party that processes data on behalf of the Company. This includes companies or individuals we engage to support the delivery, analysis, or improvement of our services.
  - **Usage Data** refers to data collected automatically through the use of the Service or from the Service infrastructure itself (for example, duration of a page visit or interaction with digital messaging).
  - **Website** refers to Hear at Home Mobile Hearing Clinic, accessible at <https://hearathome.ca>.
  - **You** means the individual using our Service, or the legal entity on behalf of which such individual is using the Service.
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## Collecting and Using Your Personal Data

### Types of Data Collected

#### Personal Data

While using our Service, we may ask you to provide us with personally identifiable information that can be used to contact or identify you. Personally identifiable information may include:

- Email address
- First and last name
- Phone number
- Mailing address, including city, province, and postal code
- Usage Data

#### Usage Data

Usage Data is collected automatically when using the Service. It may include your Device's IP address, browser type, browser version, pages visited, time and date of your visit, time spent on pages, and other diagnostic data. This may also include mobile device identifiers and mobile browser types if you access the site via smartphone or tablet.

### Tracking Technologies and Cookies

We use Cookies and similar tracking technologies to monitor the activity on our Service and store certain information. These may include:

- **Cookies or Browser Cookies:** Small files placed on your device. You can configure your browser to refuse cookies. If you do not accept cookies, some parts of the Service may not function properly.
- **Web Beacons:** Small electronic files used to count users or track interactions with emails or specific pages.

#### **Types of Cookies Used:**

- **Essential Cookies** (Session): Help with user authentication and security.
- **Cookies Policy Acceptance** (Persistent): Store whether you accepted cookie use.
- **Functionality Cookies** (Persistent): Remember your preferences for a better experience.

For more details, see our [Cookie Policy](#).

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#### **Use of Your Personal Data**

We may use your personal data for the following purposes:

- **To provide and maintain our Service**, including usage monitoring.
- **To manage your Account** and provide access to features available to registered users.
- **To fulfill a contract**, including purchases or services you requested.
- **To contact you** by email, phone, or **SMS/text message** for appointment reminders, confirmations, updates, or other service-related information. You will only receive SMS communications if you have opted in. You may opt out at any time.
- **To provide you with news, special offers**, or general updates about services similar to those you have already used or inquired about, unless you opt out.
- **To manage your requests** or customer service inquiries.
- **For business transfers**, including mergers or acquisitions.
- **For internal purposes**, such as data analysis, service improvement, and marketing effectiveness.

#### **Sharing Your Personal Data**

We may share your personal information in the following cases:

- **With Service Providers** for service delivery and analysis.

- **With Affiliates** that agree to comply with this Privacy Policy.
  - **With Business Partners** to offer products or promotions.
  - **For Business Transfers**, in the case of sale, merger, or acquisition.
  - **With other users** if you share information publicly.
  - **With your consent**, for any other purpose.
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### **Data Retention**

We retain your personal information only as long as necessary to fulfill the purposes outlined in this Privacy Policy. We may retain data to comply with legal obligations or resolve disputes.

Usage Data is typically stored for a shorter period, unless it's needed for security or legal reasons.

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### **Data Transfers**

Your personal data may be processed in Canada or in other countries where our third-party providers are located. By submitting your data, you agree to its transfer. We take reasonable steps to ensure it is treated securely and in accordance with **PIPEDA**.

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### **Your Rights to Delete or Update Your Data**

You may request deletion or correction of your personal data at any time. If you have an account, you can log in and update your profile directly. You may also contact us to request access or deletion.

If you are receiving SMS reminders and wish to stop, simply reply "STOP" to any text or contact us directly.

We may retain some information if we are legally required to do so.

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### **Disclosure of Your Personal Data**

#### **Business Transactions**

Your information may be transferred in the case of a business acquisition or merger. You will be notified before such transfer.

## **Law Enforcement and Legal Requirements**

We may disclose your data to comply with legal obligations, court orders, or protect the rights, safety, or property of Hear at Home or the public.

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## **Security**

We implement commercially reasonable safeguards to protect your personal information. However, no method of transmission or storage is 100% secure. While we strive to protect your data, we cannot guarantee absolute security.

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## **Children's Privacy**

Our Service does not target or knowingly collect personal information from individuals under the age of 13. If you are a parent or guardian and believe your child has provided us with personal information, please contact us. If we learn that we have collected personal data from a child under 13 without verified parental consent, we will take steps to delete that information.

If your jurisdiction requires parental consent for processing a minor's information, we may request parental verification before collecting or using such information.

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## **Links to Other Websites**

Our Service may contain links to external websites not operated by us. If you click on a third-party link, you will be directed to that third party's site. We encourage you to review the privacy policy of every website you visit.

We do not control and are not responsible for the privacy practices or content of any third-party sites or services.

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## **Changes to this Privacy Policy**

We may update our Privacy Policy from time to time. We will notify you of significant changes by posting the revised policy on this page, and, where appropriate, by email or through a notice on our Service.

We recommend checking this page periodically. Changes take effect upon posting.

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## Contact Us

If you have any questions about this Privacy Policy, you can contact us:

- By visiting this page on our website: <https://hearathome.ca/contact/contact-us/>
- By email: admin@hearathome.ca

Thank you for trusting Hear at Home Mobile Hearing Clinic Ltd.