

Privacy Policy

Harris & Son Painters Inc. o/a Cardinal Snow | Fredericton, New Brunswick

Effective Date: November 1, 2026 | Last Updated: March 2026

Harris & Son Painters Inc. o/a Cardinal Snow ("Cardinal Snow", "we", "our", or "us") is committed to protecting the privacy of our customers and website visitors. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in accordance with Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA) and applicable provincial legislation in New Brunswick.

By using our website at cardinalsnow.ca, submitting a service request, or entering into a service agreement with us, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We collect personal information that is necessary to provide our snow clearing services and communicate with you effectively. This includes:

Information you provide directly:

- Full name and service address
- Email address and phone number
- Driveway size, property details, and photos submitted via our enrollment form
- Payment information (processed securely through Stripe; we do not store full card details)
- Messages and correspondence submitted through our contact or support forms
- Newsletter subscription preferences

Information collected automatically:

- Basic website usage data, including pages visited and browser type, collected via standard web analytics tools
 - Cookies and similar technologies used to improve website functionality (see Section 7)
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2. How We Use Your Information

We use the personal information we collect for the following purposes:

- To process your Season Pass enrollment and set up your service agreement
- To schedule and deliver Snow Clearing Services to your property
- To send service updates before, during, and after snow events (via email and/or text message)
- To process payments and manage billing, including applicable surcharges
- To respond to support requests, inquiries, and complaints
- To send seasonal announcements, service updates, and promotional offers (where you have opted in)
- To maintain our service records and improve our operations
- To comply with applicable legal obligations

We will not use your personal information for any purpose other than those identified above without your express consent, except as required or permitted by law.

3. Disclosure of Your Information

We do not sell, rent, or trade your personal information to third parties. We may share your information only in the following limited circumstances:

Service providers: We work with trusted third-party platforms to deliver our services, including:

- **Aurora** — our service management and contract platform, which processes enrollment forms and manages customer agreements
- **Stripe** — our payment processor, which handles credit card transactions securely
- **Email and SMS platforms** — used to deliver service notifications and updates

These service providers are contractually required to protect your information and may only use it for the specific purposes for which it was shared.

Legal requirements: We may disclose personal information if required to do so by law, court order, or governmental authority, or if we believe disclosure is necessary to protect the rights, property, or safety of Cardinal Snow, our customers, or others.

Business transfers: In the event of a merger, acquisition, or sale of business assets, customer information may be transferred as part of that transaction. We will provide notice before your information is transferred and becomes subject to a different privacy policy.

4. Consent

By submitting our enrollment form, contact form, or support request, you provide express consent to the collection, use, and disclosure of your personal information as described in this Privacy Policy.

Where we rely on implied consent (for example, providing your phone number for service notifications), you may withdraw consent at any time by contacting us at cardinalsnowblowing@gmail.com or by calling 506-717-7669. Please note that withdrawal of consent may affect our ability to provide services to you.

You may opt out of marketing communications at any time by using the unsubscribe link in any email we send or by contacting us directly.

5. Retention of Personal Information

We retain personal information only for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Customer records are generally retained for a period of seven (7) years following the end of the service relationship to satisfy legal, accounting, and tax obligations. After this period, personal information is securely destroyed or anonymized.

6. Security

We take reasonable technical and organizational measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. This includes the use of secure third-party platforms (Aurora and Stripe) that maintain their own security certifications and protocols.

While we take these precautions, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security and encourage you to contact us promptly if you have concerns

about the safety of your information.

7. Cookies & Website Analytics

Our website (cardinalsnow.ca) may use cookies and similar tracking technologies to enhance your browsing experience and analyze website traffic. Cookies are small text files stored on your device.

We may use:

- **Essential cookies** — required for basic website functionality
- **Analytics cookies** — to understand how visitors use our website (e.g., Google Analytics or equivalent)

You can control or disable cookies through your browser settings. Disabling cookies may affect certain features of our website. By continuing to use our website, you consent to our use of cookies as described above.

8. Your Rights

Under PIPEDA and applicable New Brunswick privacy legislation, you have the right to:

- Request access to the personal information we hold about you
- Request correction of inaccurate or incomplete personal information
- Request that we delete your personal information, subject to legal retention requirements
- Withdraw consent to the collection, use, or disclosure of your personal information
- File a complaint with the Office of the Privacy Commissioner of Canada if you believe your privacy rights have been violated

To exercise any of these rights, please contact us using the information in Section 10. We will respond to all requests within 30 days.

9. Third-Party Links

Our website may contain links to third-party websites, including our Facebook page and Google Business listing. This Privacy Policy does not apply to those external sites. We encourage you to review the privacy policies of any third-party sites you visit.

10. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us:

Cardinal Snow

Harris & Son Painters Inc. o/a Cardinal Snow

Fredericton, New Brunswick

Phone: 506-717-7669

Email: cardinalsnowblowing@gmail.com

You also have the right to contact the **Office of the Privacy Commissioner of Canada** at www.priv.gc.ca or 1-800-282-1376 if you are unsatisfied with our response to a privacy concern.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or applicable law. When we make material changes, we will post the updated policy on our website and update the "Last Updated" date at the top of this document. Your continued use of our services following any changes constitutes acceptance of the updated policy.