



Data Protection & Privacy Policy

Routerstack Canada Inc.

1. Purpose

This policy sets out how Routerstack Canada Inc. ("Routerstack") collects, uses, stores, and protects personal data. Routerstack is committed to handling data responsibly and in compliance with applicable laws, including Canada's Personal Information Protection and Electronic Documents Act (PIPEDA) and, where relevant, the EU/UK General Data Protection Regulation (GDPR).

2. Scope

This policy applies to all Routerstack employees, contractors, and partners who handle personal information on behalf of the company.

3. Principles

- Collected for specific, lawful purposes.
- Limited to what is necessary for business needs.
- Accurate and kept up to date.
- Stored securely and retained only as long as required.
- Accessible to individuals upon request, with corrections made where needed.
- Never shared with third parties without a lawful basis or the individual's consent, unless required by law.

4. Types of Data Collected

We may collect:

- Contact details (name, email, phone, address).
- Business information (company, role, work contact details).
- Records of communications and services provided.

We do not collect sensitive personal data unless required and agreed upon.

5. Data Security

Routerstack uses secure systems and technical safeguards to protect data against unauthorized access, loss, or misuse. Access to personal data is restricted to authorized staff and contractors who require it for legitimate business purposes.

6. Individual Rights

Individuals have the right to:

- Request access to their personal data.
- Request correction or deletion of their data (where legally permissible).
- Withdraw consent to processing (where consent is the legal basis).
- Raise concerns with Routerstack or with the appropriate data protection authority.

Requests can be sent to: privacy@routerstack.com

7. Data Transfers

If personal data is transferred outside Canada, Routerstack will ensure appropriate safeguards are in place, including compliance with GDPR where applicable.

8. Review

This policy will be reviewed annually and updated as required.

Approved by:

Chris Asher, Director

Routerstack Services Corp

Document Control

Policy Owner: Routerstack Management

Version: 1.0

Effective Date: 1 June 2025

Next Review Date: 1 June 2026

Approval

Approved by:  _____

Position: _____

Date: _____