

Privacy Policy

1. Sites covered by this Policy Statement

This Privacy Statement applies to all RR Heating & Cooling Services LTD. owned websites and domains, and our wholly owned subsidiaries (rrhcservices.com)

Links to non RR Heating and Cooling Services LTD. websites

The RR Heating & Cooling Services LTD. websites may provide links to third-party websites for your convenience and information. If you access those links, you will leave the RR Heating & Cooling Services LTD. website. RR Heating & Cooling Services LTD. does not control those sites or their privacy practices, which may differ from RR Heating & Cooling Services LTD.'s. We do not endorse or make any representations about third-party websites. The personal data you choose to give to unrelated third parties is not covered by the RR Heating & Cooling Services LTD. Privacy Statement. We encourage you to review the privacy policy of any company before submitting your personal information. Some third-party companies may choose to share their personal data with RR Heating & Cooling Services LTD. that sharing is governed by that third-party company's privacy policy.

2. Types of information we collect

This Privacy Statement covers personal information, non-personal data collection and aggregate reporting.

Personal information is information that is associated with your name or personal identity. RR Heating & Cooling Services LTD. uses personal information to understand better your needs and interests and to provide you with better service. Once you choose to provide us with personal information, you can be assured it will be used only to support your customer relationship with RR Heating & Cooling Services LTD. We take seriously the trust you place in us. RR Heating & Cooling Services LTD. will not sell, rent or lease your personal information to others.

On some RR Heating & Cooling Services LTD. websites, you can order products or services, request information, subscribe to marketing or support materials, register yourself or your RR Heating & Cooling Services LTD. products, or apply for a job at RR Heating & Cooling Services LTD. The types of personal information you provide to us on these pages may include name, address, phone number, e-mail address, user IDs and passwords, billing and transaction information, credit card information, contact preferences, educational and employment background, and job interest data.

Non-personal information is data about usage and service operation that is not associated with a specific personal identity. RR Heating & Cooling Services LTD. collects and analyzes non-personal information to evaluate how visitors use the RR Heating & Cooling Services LTD. websites.

Non-personal data we collect may include the pages visited on the RR Heating & Cooling Services LTD. websites, unique URLs¹ visited within our website, browser type and IP address. Most non-personal data is collected via cookies or other analysis technologies.

How we use your information

RR Heating & Cooling Services LTD. uses your personal information to provide you with services and to help us better understand your needs and interests. Specifically, we use your information to help you complete a transaction or order, to communicate with you, to provide service and support, to update you on services and benefits, to personalize promotional offers and to personalize some RR Heating & Cooling Services LTD. websites.

Personal data collected online may also be combined with information you provide RR Heating & Cooling Services LTD through other sources such as product registration, call centers or public events such as trade shows or seminars.

Personal data given to RR Heating & Cooling Services LTD. may be transferred across state, provincial and/or country borders for the purposes of data consolidation, storage and simplified customer information management.

Non-personal data is aggregated for reporting about RR Heating & Cooling Services LTD. website usability, performance and effectiveness. It is used to improve the customer experience, usability and site content.

3. Who we share your information with

RR Heating & Cooling Services LTD. will not sell, rent or lease your personal information to others. RR Heating & Cooling Services LTD. will not share your personal information with third parties except in responding to your requests for products or services. Your permission will be requested when you submit your information. RR Heating & Cooling Services LTD. shares customer information across RR Heating & Cooling Services LTD. -owned business entities and companies working on our behalf, but only as required to meet your product or service requirements.

RR Heating & Cooling Services LTD. occasionally may contract with third-party service providers and suppliers to deliver complete products, services and customer solutions. Suppliers and service providers are required to keep confidential the information received on behalf of RR Heating & Cooling Services LTD. and may not use it for any purpose other than to carry out the services they are performing for RR Heating & Cooling Services LTD. These service providers may change or we may contract with additional service providers to better accommodate our customers. RR Heating & Cooling Services LTD. will not share personal information with any other third parties without your permission, unless required by law enforcement action, subpoena, or local law.

RR Heating & Cooling Services LTD. its related entities could merge with or be acquired by another business entity or some or all of their respective assets could be acquired. If such a combination or acquisition occurs, RR Heating & Cooling Services LTD. will make every reasonable effort to notify you in the event we share with the merging or acquiring entity some or all of your personal information to continue serving you.

4. Your Choices

RR Heating & Cooling Services LTD. gives you the choice of receiving a variety of information that complements our products and services. You can subscribe to receive certain product- and service-specific information and RR Heating & Cooling Services LTD -wide marketing communications. RR Heating & Cooling Services LTD -wide communications may include new product information, special offers, or an invitation to participate in market research. We give you a choice regarding delivery of RR Heating & Cooling Services LTD -wide communications by postal mail, e-mail and telephone. You can make or change your choices at the data collection point. We will make every effort to honour your preferences. This option does not apply to communications for the purpose of administering order completion, contracts, support, product safety warnings or driver updates.

5. Keeping your information secure

RR Heating & Cooling Services LTD. is committed to protecting the information you provide us. To prevent unauthorized access or disclosure, to maintain data accuracy, and to ensure the appropriate use of the information, RR Heating & Cooling Services LTD. has in place appropriate physical and managerial procedures to safeguard the information we collect.

6. Contacting us

We value your opinions. If you have comments or questions about our privacy policy, please send them to the RR Heating & Cooling Services LTD.

This privacy statement applies to Canada