CALVIRO SERVICES · CALGARY, ALBERTA

Privacy Policy

Clear information about how Calviro collects, uses, discloses, protects and retains personal information.

CALVIRO.

Last updated
September 29, 2026

Privacy framework

This Policy is intended to reflect Alberta's Personal Information Protection Act (PIPA) and, where applicable, the federal Personal Information Protection and Electronic Documents Act (PIPEDA) and Canada's Anti-Spam Legislation (CASL).

Calviro Services ("Calviro", "we", "us" or "our") operates a website and related services that help appliance owners find and connect with independent appliance-service professionals. This Privacy Policy explains our practices for personal information collected through our website, customer and technician accounts, service requests, communications, payments or payment-related features, and other interactions with Calviro.

This Policy applies to website visitors, customers, prospective customers, independent service professionals and applicants to join the Calviro platform. It does not govern information handled independently by a service professional outside Calviro, or employee information that may be covered by separate internal policies.

At a glance

What we collect	Account/contact details, service-request information, transaction data, communications, device/usage data and technician profile information, depending on the features you use.
Why we use it	To provide accounts and service connections, facilitate requested services and payments, support users, secure the platform, improve operations and comply with law.
Who receives it	Independent service professionals when needed for a request, vendors that operate the platform, payment providers, professional advisers, and authorities where permitted or required by law.
Your choices	You may request access or correction, withdraw consent where legally available, manage marketing preferences, and contact our Privacy Officer with questions or complaints.

1. Accountability and our privacy commitment

Calviro is responsible for personal information under its control. We designate a Privacy Officer to oversee compliance, respond to questions and requests, and maintain privacy policies and practices appropriate to our operations.

We collect, use and disclose personal information only for purposes that a reasonable person would consider appropriate in the circumstances and only to the extent reasonably necessary for those purposes. Where consent is required, we seek consent in a form appropriate to the sensitivity of the information and the context of the interaction.

2. Personal information we collect

The information we collect depends on how you use Calviro. It may include:

- Contact and account information: name, email address, phone number, account credentials, account preferences and related profile information.
- Service-request information: service address, appliance type, brand/model information, issue description, preferred timing, service history, technician selection, and photos or documents you choose to provide.
- Transaction and payment-related information: transaction amount, currency, billing details, payment status, refunds, transaction identifiers and limited payment metadata. If a third-party payment processor collects card or bank details directly, its privacy practices also apply and Calviro may not receive or store the full payment credential.
- Communications: messages to or from Calviro, customer support records, feedback, complaints, and communications submitted through platform features.
- Website and device information: IP address, browser type, device type, operating system, referring/exit pages, timestamps, session information, log data, and cookie or similar technology identifiers.
- Technician and professional information: business/contact details, service areas, appliance specialties, availability, profile content, verification information, qualifications, licences or certifications, insurance information, and other information reasonably needed to assess or operate a professional account.
- Information from third parties: information from payment providers, fraud/security providers, independent technicians, referral sources or other users, where permitted by law.
- Other information you choose to provide: including information entered into free-text fields. Please do not provide sensitive or unrelated personal information unless it is genuinely necessary for your request.

Personal information does not generally include information that has been anonymized so that it can no longer reasonably identify an individual. Certain business contact information may also be treated differently under applicable law.

3. How we collect personal information

We may collect personal information directly from you when you create an account, submit a service request, choose or communicate with a technician, make or receive a payment, contact support, join as a service professional, respond to a survey, or otherwise interact with Calviro.

We may also collect information automatically through website logs, cookies and similar technologies, and receive information from service providers or other parties involved in a transaction or service request. Where required, we provide notice of the purposes for collection and a reasonable opportunity to make choices about consent.

4. How we use personal information

We may use personal information for the following reasonable business purposes:

- Provide, operate and maintain the Calviro website, accounts and service marketplace features.
- Create and authenticate accounts, maintain account preferences and provide account security.
- Process and route service requests, display relevant service-professional options, enable customer selection, and share necessary request details with the selected or relevant service professional.
- Facilitate scheduling, diagnosis fees, other payments, refunds and transaction records where payment features are offered.
- Communicate about service requests, account activity, support matters, operational notices, security alerts and policy updates.
- Provide customer support, investigate complaints, resolve disputes and administer quality or safety processes.
- Prevent, detect and investigate fraud, abuse, security incidents, prohibited activity and violations of our terms or platform rules.
- Understand website performance and usage, troubleshoot problems, develop features, and improve user experience and service quality.

- Maintain records for accounting, tax, legal, audit, insurance, dispute-resolution and business-continuity purposes.
- Send marketing or promotional electronic messages only where permitted by law, subject to your consent and unsubscribe choices where required.
- Comply with legal obligations, lawful requests, court orders and regulatory requirements, and establish, exercise or defend legal claims.
- Carry out another purpose that is identified when the information is collected, or that you otherwise consent to, where consent is required.

5. Consent and withdrawing consent

Depending on the circumstances and the sensitivity of the information, consent may be express or may be implied from your actions, such as when you voluntarily provide information that is reasonably necessary to complete a service request. We do not make consent a condition of a product or service unless the collection, use or disclosure is reasonably necessary to provide that product or service, or otherwise permitted by law.

You may withdraw or change consent for future collection, use or disclosure by contacting us, subject to legal or contractual restrictions and reasonable notice. Withdrawing consent may affect our ability to provide features that require the information. Withdrawal does not normally affect processing that was lawful before the withdrawal or information we must retain for legal, security, accounting or dispute-resolution purposes.

6. When we disclose personal information

We may disclose personal information only for reasonable purposes and only to the extent reasonably necessary. Recipients may include:

- Independent service professionals: information reasonably needed to review, accept, schedule or perform a requested appliance service, such as your name, contact information, service address and appliance/service-request details.
- Technology and business service providers: vendors that provide hosting, databases, authentication, communications, customer support, analytics, security, fraud prevention, document storage, payment processing or other operational services on our behalf.
- Payment providers and financial institutions: where needed to process a payment, refund, chargeback or payment dispute.
- Professional advisers and insurers: legal counsel, accountants, auditors, insurers and similar advisers where reasonably necessary for professional services or claims.
- Government, regulators, law enforcement or courts: where disclosure is required or authorized by law, legal process, regulatory obligation, or reasonably necessary to protect rights, safety or security.
- Business transaction parties: prospective or actual purchasers, investors, lenders or advisers in connection with a financing, reorganization, merger, sale or transfer of all or part of the business, subject to appropriate confidentiality and legal requirements.
- Other parties with your direction or consent, or where an exception to consent is permitted by applicable law.

Calviro does not sell or rent personal information for money. If our information-sharing practices materially change, we will update this Policy and provide any notice or consent required by law.

7. Independent service professionals

Service professionals available through Calviro are independent businesses or individuals and are not Calviro employees solely because they use the platform. Calviro may disclose information to a service professional to facilitate your request. Once you provide information directly to a service professional, or the service professional collects information independently while performing services, that professional may be responsible for its own privacy practices and legal obligations.

You should avoid sharing information with a service professional that is not necessary for the requested service. If you have a privacy concern about information handled through Calviro, contact our Privacy Officer so we can determine whether the information is under Calviro's control and assist where appropriate.

8. Service providers outside Canada and cross-border processing

Calviro may use service providers located in Canada or in other jurisdictions. As a result, personal information may be transferred to, stored in, accessed from or processed outside Alberta or outside Canada. Information processed in another jurisdiction may be subject to the laws of that jurisdiction and may be accessible to courts, law-enforcement or national-security authorities in accordance with local law.

When Calviro uses a service provider outside Canada, we remain accountable for personal information under our control to the extent required by applicable law and use contractual, organizational or technical measures appropriate to the circumstances. You may contact our Privacy Officer for information about our policies and practices relating to service providers outside Canada and about the collection, use, disclosure or storage of personal information by those providers.

9. Cookies, analytics and similar technologies

Calviro may use cookies, local storage, pixels, software development tools and similar technologies to operate and secure the website, remember preferences, maintain sessions, understand usage and improve performance. Depending on the technology used, these tools may collect identifiers and device or browsing information.

Categories may include strictly necessary technologies for core functionality and security; preference technologies; analytics technologies; and, if introduced, advertising or marketing technologies. If non-essential technologies require consent under applicable law, Calviro will provide an appropriate consent mechanism. You can also control many cookies through your browser or device settings, but blocking essential technologies may prevent parts of the website from working properly.

10. Marketing communications

Where Calviro sends commercial electronic messages, we do so in accordance with applicable Canadian law. This may involve express consent or another legally permitted basis. Commercial messages will identify the sender and provide an unsubscribe mechanism where required. You can unsubscribe using the method provided in a message or by contacting privacy@calviroservices.com. Transactional, service, security or legally required communications may still be sent when necessary and permitted by law.

11. Retention and deletion

We retain personal information only for as long as reasonably necessary to fulfill the purposes for which it was collected and for legitimate business or legal requirements. Retention periods may vary based on the type of information and may take into account account status, service history, payment and tax records, legal limitation periods, fraud and security needs, complaints, disputes, audits and regulatory obligations.

When personal information is no longer reasonably required, we take steps to securely destroy it, erase it or anonymize it, subject to legal requirements and practical limitations such as routine backup cycles. You may ask us to close an account or delete information that is no longer required; we will assess the request in light of applicable law and our retention obligations.

12. Accuracy

We take reasonable steps to keep personal information as accurate, complete and up to date as is reasonably necessary for the purposes for which it is used. You are responsible for keeping your account and contact information current and for providing accurate service-request information. You may request correction of inaccurate or incomplete personal information as described below.

13. Safeguards and privacy incidents

Calviro uses administrative, technical and physical safeguards appropriate to the sensitivity, amount, format and location of the personal information and the risks presented by the processing. Measures may include access controls, authentication, secure configuration, encryption or protected transmission where appropriate, logging, vendor controls, staff/contractor confidentiality obligations, backups and incident-response procedures.

No website, network, transmission or storage system can be guaranteed to be completely secure. If a privacy incident occurs, we will investigate, contain and assess it and make notifications required by applicable law. Under Alberta PIPA, this includes reporting to the Office of the Information and Privacy Commissioner of Alberta where a breach creates a real risk of significant harm to an individual.

14. Your access and correction rights

Subject to limited exceptions in applicable law, you may make a written request to:

- access personal information about you that is under Calviro's control;
- receive information about how that personal information has been used and disclosed, where required; and
- request correction of personal information that is inaccurate or incomplete.

Send a written request to privacy@calviroservices.com or to the mailing address in Section 18. We may need to verify your identity before processing a request. We will make reasonable efforts to assist you and will respond within the time required by applicable law. Under Alberta PIPA, organizations generally must respond to an access request within 45 days unless a permitted extension applies. Fees may be charged only where permitted by law and, where required, with advance notice.

Some information may be withheld where access is prohibited or may be refused under applicable law, including where disclosure would reveal another person's personal information, confidential commercial information, privileged information, or information that could threaten safety or security. If a correction request is not made, we will handle the request as required by law, which may include annotating the record.

15. Questions and complaints

Please contact Calviro's Privacy Officer first if you have a question, concern or complaint about our privacy practices. We will review the matter and respond appropriately. If you are not satisfied with our response, you may have the right to contact the Office of the Information and Privacy Commissioner of Alberta (OIPC) at oipc.ab.ca. For matters governed by federal private-sector privacy law, the Office of the Privacy Commissioner of Canada may also have jurisdiction.

16. Children and minors

Calviro's appliance-service marketplace is intended primarily for adults who can enter into service and payment arrangements. We do not intentionally design the service for young children. If a minor uses Calviro, a parent or legal guardian should supervise the interaction and provide any consent required by law. If you believe a child has provided personal information to Calviro inappropriately, contact our Privacy Officer so we can review the situation.

17. Third-party websites and services

The Calviro website may link to websites, payment services, maps, communication tools or other third-party services that we do not operate. Their privacy policies and terms govern their own collection, use and disclosure of personal information. We encourage you to review those policies before providing information directly to a third party.

18. Changes to this Privacy Policy

We may update this Policy from time to time to reflect changes in our services, vendors, technology, legal requirements or privacy practices. The updated Policy will show a revised "Last updated" date. If a change is material, we will provide additional notice or obtain consent where required by applicable law. Your continued use of Calviro after an update does not replace any consent that the law requires us to obtain separately.

19. Contact the Calviro Privacy Officer

Privacy Officer - Calviro Services

Email: privacy@calviroservices.com
Mail: 304-416 7 ST NW, Calgary, AB T2N 1S4, Canada

Use this contact for privacy questions, access or correction requests, consent withdrawal requests, complaints, and questions about service providers located outside Canada.

Legal note: This policy is a public-facing privacy notice tailored to Calviro's stated marketplace features and Alberta privacy requirements. It should be kept consistent with Calviro's actual technical setup, vendors, payment flows, cookies and operational practices as those systems are implemented or changed.