

PRIVACY POLICY

Capra Security Services Inc.

Effective Date: March 15, 2026

Capra Security Services Inc. is committed to protecting the privacy and confidentiality of personal information collected through our website, services, and business operations. This Privacy Policy explains how we collect, use, disclose, and safeguard your information in accordance with the *Personal Information Protection and Electronic Documents Act (PIPEDA)* and applicable Ontario privacy legislation.

1. Information We Collect

Capra Security Services Inc. may collect the following categories of personal information:

- Contact information: name, email address, phone number, and mailing address.
- Business information: company name, job title, and property/site details.
- Service inquiry and quote request data submitted through our website or by phone.
- Employment application data: resume, work history, certifications, and references.
- Security incident and report data generated in the course of providing services.
- Website usage data: IP address, browser type, pages visited, and cookies (see Section 8).
- CCTV and surveillance footage at client sites where Capra Security personnel operate (subject to separate site agreements).

2. How We Use Your Information

We use personal information only for the purposes for which it was collected or for compatible purposes, including:

- Responding to service inquiries, quote requests, and client communications.
- Delivering contracted security services, incident reporting, and operational management.
- Processing employment applications and managing personnel records.
- Maintaining records as required by provincial licensing authorities (Ministry of the Solicitor General of Ontario).
- Improving our website, marketing communications, and service offerings.
- Complying with legal obligations, court orders, or law enforcement requests.
- Fraud prevention and ensuring the safety and security of our clients, personnel, and property.

3. Legal Basis for Processing

We process personal information based on one or more of the following grounds: your consent; the performance of a contract or service agreement; compliance with a legal obligation; or our legitimate business interests, provided those interests are not overridden by your rights.

4. Disclosure of Personal Information

Capra Security does not sell personal information to third parties. We may share information with:

- Service providers and subcontractors who assist in delivering security services are subject to confidentiality obligations.
- Property managers, REITs, or clients on whose behalf we operate, as required by the service agreement.
- Regulatory bodies, licensing authorities, or law enforcement, where required or permitted by law.
- Professional advisors such as legal counsel, accountants, or insurers.
- In connection with a business transaction such as a merger, acquisition, or sale of assets, subject to appropriate safeguards.

5. Data Retention

We retain personal information only as long as necessary for the purposes described in this Policy, or as required by law. Incident reports and operational security records are typically retained for a minimum of seven (7) years in accordance with industry standards and licensing requirements. Employment application data for unsuccessful candidates is deleted within twelve (12) months of the decision, unless consent to retain it longer has been obtained.

6. Security Safeguards

Capra Security implements administrative, technical, and physical safeguards appropriate to the sensitivity of the information, including:

- Restricted access to personal data on a need-to-know basis.
- Encrypted transmission of data via our website (HTTPS/TLS).
- Secure storage of physical records and password-protected digital systems.
- Regular training of personnel on confidentiality and privacy obligations.
- Prompt notification procedures in the event of a privacy breach, in accordance with PIPEDA breach-reporting requirements.

7. Your Privacy Rights

Subject to applicable law, you have the right to:

- Access the personal information we hold about you.
- Request correction of inaccurate or incomplete information.
- Withdraw consent to processing (where processing is consent-based) without detriment.
- Request deletion of personal information, subject to legal retention obligations.
- Lodge a complaint with the Office of the Privacy Commissioner of Canada (www.priv.gc.ca).
- To exercise any of these rights, please contact our Privacy Officer using the details in Section 10.

8. Cookies & Website Analytics

Our website (caprasecurity.ca) may use cookies and similar tracking technologies to improve user experience and analyze website traffic. Types of cookies used include essential cookies (required for site functionality), analytics cookies (e.g., Google Analytics), and preference cookies. You may disable cookies in your browser settings, though this may affect certain website features. We do not use cookies to serve third-party advertising.

9. Third-Party Links

Our website may contain links to third-party websites. Capra Security is not responsible for the privacy practices of those sites and encourages you to review their respective privacy policies before submitting any personal information.

10. Contact — Privacy Officer

For questions, access requests, or concerns regarding this Privacy Policy, please contact:

- Capra Security Services Inc. — Privacy Officer
- Email: info@caprasecurity.ca
- Phone: 416-953-0539
- Mississauga Office: 7315 Torbram Rd, Mississauga, ON L4T 1G8
- Windsor Office: 3129 Marentette Ave, Unit #5, Windsor, ON N8X 4G1

11. Updates to This Policy

Capra Security reserves the right to update this Privacy Policy at any time. Material changes will be posted on our website with a revised Effective Date. Continued use of our website or services after such changes constitutes acceptance of the updated Policy.

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