



Terms & Privacy Policy

At Proficiency Tax Ltée, we are committed to safeguarding your personal information and maintaining your trust.

This policy explains how we collect, use, and protect your data in compliance with Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

1. Collection of Information

We collect personal and non-personal information necessary to provide our services, including but not limited to:

- Your name, contact details (email, phone, address), and identification information.
- Financial and tax-related data required for tax preparation and filing.
- Technical data, such as IP addresses, browser types, and website usage.

2. Use of Information

The information we collect is used to:

- Deliver our tax preparation, filing, and advisory services.
- Communicate with you regarding updates, deadlines, and inquiries.
- Ensure compliance with Canadian legal and regulatory requirements.

We will not sell, rent, or share your personal information with third parties unless it is required by law or necessary to fulfill our services (e.g., sharing data with the Canada Revenue Agency (CRA) or Revenu Québec).

3. Data Security

We prioritize the security of your personal information and implement advanced measures, including 256-bit AES encryption, to protect your data. All file transfers, emails, and data storage are secured and accessible only to authorized personnel.

Our email system is hosted through Google Workspace, a trusted and secure platform used by global companies.

4. Cookies and Website Tracking

We may use cookies and similar technologies to improve your experience on our website. Cookies help us understand your preferences and enhance site functionality. You can manage or disable cookies through your browser settings.

5. Your Rights

As a Canadian resident, you have the right to:

- Access, update, or correct your personal information.
- Withdraw your consent for specific uses of your data (subject to legal and



regulatory obligations).

- Request the deletion of your data where applicable.

To exercise your rights, please contact us at info@proficiencytax.com.

6. Third-Party Services

We may integrate with third-party platforms (e.g., Google Workspace) to enhance our operations and services. These providers adhere to strict privacy and security standards.

7. Updates to This Policy

We may update this policy to reflect changes in our practices or comply with new legal requirements. Any updates will be communicated on our website or directly to you.

8. Contact Us

If you have any questions or concerns about our privacy policy or your personal data, please reach out to us:

- Email: info@proficiencytax.com
- Phone: +1 (800) 984-7418
- Address: 1505 Laperriere Ave (3rd Floor), Ottawa, ON K1Z 7T1

By using our services, you agree to the terms outlined in this policy.