

# Privacy Policy

**Effective Date:** April 23, 2026

This Privacy Policy applies to the following websites operated by our companies:

- Lock Surgeon – <https://www.locksurgeon.com>
- Door Surgeon – <https://www.doorsurgeon.com>
- Bee Cool Glass Coatings – <https://www.beecool.ca>
- Lock Surgeon Parts Supply – <https://www.locksurgeonpartssupply.ca>

(collectively referred to as “we,” “our,” or “us”).

We are committed to protecting your privacy and ensuring your personal information is handled in a safe and responsible manner in accordance with Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA).

---

## Information We Collect

We may collect the following types of information:

### Personal Information

- Name
- Phone number
- Email address
- Address (when provided for service requests)

### Non-Personal Information

- IP address
- Browser type and device information
- Pages visited and time spent on our websites
- Referring website or source

This information is collected when you voluntarily provide it or automatically through website technologies.

---

## Cookies & Tracking Technologies

Our websites use cookies and similar technologies to enhance your experience and analyze website performance.

## Google Analytics

We use Google Analytics to understand how visitors interact with our websites. This service may collect:

- Pages visited and navigation paths
- Time spent on pages
- Device, browser, and approximate geographic location

This data is aggregated and does not personally identify individual users.

You can opt out using Google's tool:

<https://tools.google.com/dlpage/gaoptout>

---

## Better Business Bureau (BBB) Tracking

Our websites may include verification tools or widgets from the Better Business Bureau to display accreditation and build customer trust.

These tools may collect limited technical or interaction data related to their functionality.

---

## How We Use Your Information

We use collected information to:

- Respond to inquiries and provide service estimates
  - Schedule and deliver services
  - Improve website functionality and user experience
  - Monitor website traffic and performance
  - Support internal business operations and marketing
  - Maintain security and prevent fraudulent activity
- 

## Consent

By using our websites or providing your personal information, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy.

You may withdraw your consent at any time, subject to legal or contractual restrictions.

---

## Protection of Your Information

We take reasonable administrative, technical, and physical safeguards to protect your personal information against loss, theft, unauthorized access, disclosure, or misuse.

However, no method of transmission over the internet is completely secure.

---

## Sharing of Information

We do **not sell or rent** your personal information.

We may share your information with trusted third parties only when necessary, including:

- Website hosting and IT service providers
- Analytics providers (such as Google)
- Business tools and customer service platforms
- Legal authorities if required by law

All third parties are expected to protect your information and use it only for the purposes for which it was provided.

---

## Cross-Border Data Transfers

Your information may be processed or stored outside of Canada, including in the United States, through services such as Google Analytics.

As a result, your information may be subject to the laws of those jurisdictions.

---

## Data Retention

We retain personal information only as long as necessary to fulfill the purposes for which it was collected, or as required by applicable laws.

---

## Your Privacy Rights

In accordance with PIPEDA, you have the right to:

- Request access to your personal information
- Request corrections to inaccurate or incomplete information
- Withdraw consent to the use of your information (where applicable)

To exercise these rights, please contact us using the information below.

---

## Complaints & Questions

If you have questions or concerns about how your information is handled, you may contact our Privacy Officer.

If you are not satisfied with our response, you may contact the Office of the Privacy Commissioner of Canada.

---

## Privacy Officer

We have designated a Privacy Officer responsible for ensuring compliance with this Privacy Policy and applicable privacy laws.

You may contact our Privacy Officer using the contact details below.

---

## Children's Privacy

Our websites are not intended for children under the age of 13. We do not knowingly collect personal information from children.

---

## Third-Party Websites

Our websites may contain links to third-party websites. We are not responsible for the privacy practices or content of those external sites.

---

## **Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Changes will be posted on this page with an updated effective date.

---

## **Contact Information**

**Lock Surgeon / Door Surgeon / Bee Cool Glass Coatings / Lock Surgeon Parts Supply**

Phone: 780-448-9243

Email: [admin@locksurgeon.com](mailto:admin@locksurgeon.com)

Address: 17812 118 NW, Edmonton, Alberta, T5S 2W3