

Privacy Policy

This Privacy Policy (the “Privacy Policy”) governs the Joanne Raymond Law website and its related domains, platforms, social media channels, mobile applications, services, information, web posting, blog postings, products, and tools (collectively, “Services”).

Joanne Raymond Law is committed to respecting and protecting the privacy of our users, and other individuals (collectively the “Users”). The purpose of this Privacy Policy is to inform our users how Joanne Raymond Law collects, uses, discloses, and protects their personal information. The use of the term “personal information” means any information about an identifiable individual.

The terms of this Privacy Policy may be modified from time to time. As a user of this website, you consent to the collection, use and disclosure of personal information in accordance with the terms of the Privacy Policy. You also agree to the Joanne Raymond Law Terms of Use agreement governing the Services. It is your responsibility to periodically check back to this page to ensure you understand how your personal information will be treated.

What We Collect and How We Use It

The personal information Joanne Raymond Law collects from you is comprised of the information you provide to us and information provided to us through our service providers, cookies, tracking, and other technologies. Joanne Raymond Law may collect and use personal information from you as follows:

Support and Customer Service

If you call, email or chat with Joanne Raymond Law, we may collect your name, email address and any other personal information you provide so that Joanne Raymond Law may assist you. Joanne Raymond Law will use this information to respond to inquiries, requests and other customer service related activities.

Newsletters and Marketing

If Joanne Raymond Law offers a newsletter or other marketing materials, and you subscribe to any newsletters or marketing communications, Joanne Raymond Law will collect your email address or other contact information. If you receive marketing materials directly from Joanne Raymond Law, with permission we will collect your name, email address, location, IP address, and track details related to your access and viewing of the materials, and this may include the date and time you accessed the materials and the time spent viewing the materials.

This information may be used for sending newsletters and marketing in accordance with the consent you have provided.

Testimonials

If Joanne Raymond Law is going to post a user testimonial that includes any personal information, Joanne Raymond Law will obtain the user's consent prior to posting the testimonial.

Use of Cookies and Tracking Technologies

Joanne Raymond Law may use cookies or similar technology to keep track of users and selected Services. A "cookie" is a small text file containing alphanumeric characters that is stored on your computer and uniquely identifies your browser. Cookies in connection with web beacons may also be used to track how users navigate through the Joanne Raymond Law website. If third party advertisements are placed on the Joanne Raymond Law website, the third party may use a cookie to help it track the effectiveness of the advertising.

Cookies may be used in connection with analytics programs, such as Google Analytics to track and optimize data about preferences and advertising.

How We Disclose Your Personal Information

Joanne Raymond Law will not disclose any personal information to any third parties except as follows:

- **Affiliates** – Joanne Raymond Law may disclose personal information to any of its affiliates to the extent that these affiliates require such personal information and only employees or service providers of these affiliates which require such personal information to perform their duties will have access to it.
- **Service providers** – Joanne Raymond Law may disclose personal information to our service providers who perform certain services necessary to run our business, such as data hosting and CRM providers, to the extent that they require such personal information to perform their duties.
- **When Reasonably Required** – Joanne Raymond Law may disclose personal information when it is believed in good faith that disclosure is necessary to protect the rights or property of AM Connected, protect your safety or the safety of others, investigate fraud or respond to a government, judicial or other legal request, or to comply with the law.
- **Corporate Circumstances** – Joanne Raymond Law may disclose personal information in connection with a corporate change or dissolution, including but not limited to, a merger, acquisition, reorganization, consolidation, bankruptcy, liquidation, sale of assets or wind down of business.

Data Storage in Canada

Joanne Raymond Law is headquartered in Canada and will adhere to Canadian data collection, storage and processing of information applicable Canadian laws and standards.

Withdrawing Consent

Except for personal information required to be retained by law or needed to process a transaction, users may withdraw consent to all or part of the collection, use and disclosure of their personal information at any time by giving Joanne Raymond Law reasonable written notice. If you prefer that Joanne Raymond Law not collect, use or disclose your personal information, or that we not use your personal information to contact you to promote our products and services, please contact us. Joanne Raymond Law will act on your instructions as quickly as possible subject to contractual and legal restrictions. Withdrawal of consent may make it impossible for Joanne Raymond Law to provide certain Services.

Data Protection

Joanne Raymond Law takes the protection of personal information seriously. Every reasonable effort is made to prevent unauthorized use, disclose, lose, or theft of personal information. Confidentiality is a key responsibility for all Joanne Raymond Law employees.

No data security measures can guarantee complete security. As a User, you should also take steps to protect against unauthorized access to your login information and devices by signing off of accounts, choosing a robust password that cannot be easily guess, and by keeping your login information private.

Retention

Joanne Raymond Law will only retain personal information as long as it is necessary for the fulfilment of the purposes for which it was collected or as required by law. Personal information is securely stored until such time as it is no longer required, after which it is destroyed or rendered such that it is unable to identify you.

Accessibility

Joanne Raymond Law is committed to making Services accessible and user friendly to everyone, as well as complying with the Ontario Accessibility for Ontarians Act. If you have difficulty viewing, accessing or navigating the content on the Joanne Raymond Law website, please contact us and provide a description of the Service or content that you feel is not fully accessible.

Website Visitors under Age 16

Joanne Raymond Law is intended for use by users aged 16 and older.

Links to Other Websites

The Joanne Raymond website contains links to other websites for the purpose of advertising or associated services. Such websites are third party links and Joanne Raymond Law is not responsible for the operations of these other sites or the information they collect from their visitors. Please view the third party website privacy policy for how they collect, use and disclose personal information.

Accessing and Correcting your Personal Information

Please contact Joanne Raymond Law in writing to access or correct your personal information or to update your preferences for personal information that is in the possession or control of Joanne Raymond Law. There is no cost unless you require copies of records. You will be advised of any cost prior to processing any such request.