# Privacy Policy

**Effective Date:** 23rd April, 2025

**Ready to Rise Professional Career Services herein known as ‘*Ready to Rise’*** is committed to protecting the privacy and personal information of every client. This Privacy Policy outlines how we collect, use, store, and protect your personal data in compliance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and all relevant **Ontario provincial privacy legislation**.

By using our website, engaging in our services, or submitting your information, you consent to the terms outlined below.

**1. Who We Are**

***Ready to Rise*** is a division of Tipping Point Human Resource Servies Inc., offering executive resume writing, LI optimization, career strategy, and interview coaching services. We serve clients across Canada and internationally, primarily through secure virtual platforms.

**2. Information We Collect**

We collect only the information necessary to provide our services effectively and securely. This may include:

* **Personal identifiers**: Name, phone number, email, mailing address
* **Professional information**: Resume, LinkedIn URL, employment history, career goals
* **Service-related data**: Notes from consultations, intake forms, client feedback
* **Transaction data**: Payment information (processed securely through third-party platforms)
* **Website data**: IP address, browser type, page views, and cookies (see Section 9)

We do **not** knowingly collect health information, demographic data (race, gender, age), or financial account information unless it is voluntarily provided and relevant to the services requested.

**3. How We Use Your Information**

Your information is used only to:

* Deliver our resume, LinkedIn, and coaching services
* Communicate about your project (consults, drafts, feedback)
* Process payments and maintain transaction records
* Improve service delivery and user experience
* Comply with legal, accounting, or regulatory obligations

We will **never sell, trade, or rent your personal information** to third parties.

**4. Consent and Your Rights**

By submitting your information or working with us, you consent to its use as described in this policy. You may:

* Request access to your personal information
* Ask us to correct inaccurate data
* Withdraw your consent at any time (subject to legal obligations)
* Request deletion of your information

To make any of these requests, contact us directly at **info@tp-hr.com**

**5. How We Store and Protect Your Information**

We take the security of your data seriously. We use:

* **Encrypted email and cloud-based platforms** to store files
* **Password-protected devices** and secure servers
* **Limited access** — only authorized staff can view your records
* **Secure disposal** of printed or obsolete documents

Information is retained only for as long as required to fulfil our services and legal obligations, after which it is securely deleted.

**6. Third-Party Services and Tools**

We may use trusted third-party tools (e.g., Calendly, Stripe, PayPal, Google Workspace) to deliver our services efficiently. These providers may store data outside of Canada and have their own privacy policies. We ensure any partners we use are **reputable and compliant with applicable privacy laws**.

We do not share your information with any third party without your explicit consent, unless required by law.

**7. Confidentiality of Client Information**

Client consultations, documents, and professional details are treated with **strict confidentiality**. We will never reference your identity, employer, or personal details in public content (such as testimonials or case studies) without your express written permission.

**8. Physical Interactions and Records**

If we meet in person or handle printed documents, all materials are stored securely and handled in accordance with this privacy policy. Any printed resumes, drafts, or handwritten notes are securely shredded after use.

**9. Cookies and Website Tracking**

Our website may use cookies to enhance your browsing experience and gather anonymous usage data (e.g., page visits, browser type, traffic source). You may control cookie preferences in your browser settings.

We do **not** use cookies to collect personally identifiable information unless you provide it voluntarily (e.g., via a contact form).

**10. Privacy Policy Updates**

We may update this policy from time to time to reflect changes in technology, regulations, or our practices. Updates will be posted on our website with the revised effective date.

**11. Contact Us**

If you have any questions, concerns, or requests related to your personal information or this Privacy Policy, please contact:

**Privacy Officer – Ready to Rise**  
📧 [info@tp-hr.com](mailto:info@tp-hr.com)

📍 58 Chedoke Avenue, Hamilton, ON  
📞 905-870-3679

*This Privacy Policy applies to all services and communications delivered by Ready to Rise, including via email, website, and in-person consultations.*