

Privacy Policy

Effective Date: September 24, 2026

Compliance Mentorz ("Compliance Mentorz," "we," "our," or "us") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how Compliance Mentorz collects, uses, discloses, protects, and retains personal information when you visit our website, contact us, use our services, submit forms or applications, communicate with us, or otherwise interact with us.

Compliance Mentorz provides transportation safety, compliance, training, audit support, driver and maintenance file services, licensing support, and related consulting services to clients across Canada and, where applicable, North America.

1. Personal Information We Collect

Depending on how you interact with us, we may collect information such as:

- Name and job title
- Company or organization name
- Mailing or business address
- Email address
- Telephone or mobile number
- Information submitted through contact, service, consultation, or application forms
- Driver and employment-related information where required to provide compliance services
- Information contained in driver qualification, safety, licensing, training, audit, or compliance records provided to us by clients or authorized individuals
- Information relating to training, certifications, licences, abstracts, safety records, or other compliance documentation where necessary for our services
- Communications and correspondence with Compliance Mentorz
- Website usage information, such as IP address, browser type, device information, pages visited, and general website activity
- Information collected through cookies, analytics, or similar technologies, where applicable

We only seek to collect information that is reasonably necessary for identified and legitimate business or service purposes.

2. How We Use Personal Information

We may use personal information to:

- Respond to inquiries, requests, and service-related communications
- Provide transportation safety and compliance consulting services
- Provide driver and maintenance file services
- Assist with licensing, training, audit preparation, audit representation, and regulatory compliance
- Maintain client, driver, and service records
- Communicate with clients, drivers, employers, applicants, and authorized representatives
- Schedule appointments, meetings, training, testing, or other services
- Process and manage service requests, accounts, invoices, and payments
- Send service-related notifications and updates
- Send SMS or other electronic communications where appropriate consent or another lawful basis exists
- Improve our website, systems, services, and customer experience
- Maintain the security and integrity of our systems
- Detect, prevent, and investigate fraud, misuse, unauthorized access, or other security incidents
- Comply with applicable legal, regulatory, contractual, and professional obligations
- Establish, exercise, or defend legal claims or rights where necessary

We will not use personal information for a new purpose that is materially different from the purpose for which it was collected without appropriate notice and, where required, consent.

3. Consent

Where required by applicable privacy law, we obtain meaningful consent for the collection, use, or disclosure of personal information.

Consent may be express or implied where legally permitted, depending on the circumstances and sensitivity of the information.

When we request consent, we will provide information about the purpose for which personal information is being collected, used, or disclosed.

You may withdraw consent where permitted by law. Withdrawal of consent may affect our ability to provide certain services where the information is necessary for those services or where retention or use is required by law.

Canadian privacy principles generally require organizations to obtain meaningful consent and to explain clearly how personal information will be used or disclosed.

4. Disclosure of Personal Information

We may disclose personal information where reasonably necessary to provide our services or operate our business.

Depending on the circumstances, information may be disclosed to:

- Our employees, contractors, consultants, and authorized representatives who require the information to perform their duties
- Clients, employers, carriers, or authorized representatives where necessary to provide requested compliance services
- Service providers that support our website, communications, technology, hosting, document management, payment processing, analytics, or other business operations
- Training, testing, licensing, regulatory, or compliance organizations where necessary for a requested service
- Government departments, regulators, law enforcement agencies, courts, or other authorities where required or permitted by law
- Professional advisors, including legal, accounting, insurance, or compliance advisors
- Other parties where you have provided appropriate consent

We do not sell personal information to third parties.

We take reasonable steps to ensure that service providers receiving personal information use it only for authorized purposes and apply appropriate safeguards.

5. Cross-Border Processing

Compliance Mentorz serves clients across Canada and provides support for certain operations involving the United States and other jurisdictions.

Depending on the services being provided, personal information may be processed or stored in Canada or other jurisdictions through our service providers.

Where personal information is transferred outside Canada, we take reasonable measures to protect the information and use appropriate contractual, organizational, and technical safeguards.

6. Driver, Employment, and Compliance Information

Some Compliance Mentorz services require the collection and processing of information relating to drivers, applicants, employees, carriers, and safety records.

This may include information necessary for driver qualification, employment history, licensing, training, safety, audit, insurance, regulatory, and compliance purposes.

Such information is collected and processed only as reasonably necessary for the applicable service, contractual requirements, regulatory obligations, or other lawful purposes.

Where information is provided to us by a client, employer, carrier, or other authorized organization, that organization remains responsible for ensuring that it has the appropriate authority or consent to provide the information to us where required.

7. Communications and SMS

If you provide your telephone number and separately consent to receive SMS communications, Compliance Mentorz may send text messages relating to your account, requested services, appointments, training, documents, service updates, or other communications described at the time of consent.

Marketing messages will only be sent where appropriate consent or another legally permitted basis exists.

You may opt out of SMS communications by replying **STOP** to the applicable message. You may reply **HELP** for assistance.

For additional information, please review our **Text Message Terms and Conditions**.

Canadian commercial text messages may be subject to Canada's Anti-Spam Legislation (CASL), which includes requirements concerning consent, identification, and unsubscribe mechanisms.

8. Cookies and Website Technologies

Our website may use cookies and similar technologies to:

- Operate and secure the website
- Remember preferences
- Understand website usage
- Improve website performance and functionality
- Measure website traffic and marketing effectiveness

Where required, we will provide appropriate notice and obtain consent for cookies or similar technologies that require consent.

You may also manage certain cookie settings through your browser or available website controls.

9. Information Security

We use reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, collection, use, disclosure, alteration, loss, or destruction.

However, no method of transmission or electronic storage is completely secure, and we cannot guarantee absolute security.

10. Retention of Personal Information

We retain personal information only for as long as reasonably necessary to fulfill the purposes for which it was collected, provide services, maintain appropriate business and compliance records, resolve disputes, enforce agreements, or meet applicable legal, regulatory, contractual, accounting, or reporting requirements.

When personal information is no longer required, we will take reasonable steps to securely dispose of or anonymize it, subject to applicable retention requirements.

11. Access, Correction, and Privacy Requests

Subject to applicable law and reasonable exceptions, individuals may request access to personal information that Compliance Mentorz holds about them and may request correction of inaccurate or incomplete information.

Requests concerning personal information should be submitted using the contact information below.

We may need to verify the identity of the person making a request before providing access to personal information.

Canadian privacy principles provide individuals with rights concerning access to and correction of personal information, subject to applicable legal exceptions.

12. Privacy Questions and Complaints

If you have questions, concerns, or complaints regarding our privacy practices or the handling of your personal information, please contact us.

Compliance Mentorz

139 Devon Road, Unit 3
Brampton, ON L6T 5L8
Canada

Phone: +1 (905) 486-1666

Email: info@complacemencorz.com

Compliance Mentorz will review privacy inquiries and complaints and will take reasonable steps to address concerns.

Individuals may also have the right to contact the applicable privacy regulatory authority depending on their location and the circumstances.

13. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our services, technology, legal requirements, or privacy practices.

When we make changes, we will update the Effective Date shown at the beginning of this policy.

We encourage you to review this Privacy Policy periodically.

14. Contact Us

For questions regarding this Privacy Policy or our privacy practices:

Compliance Mentorz

139 Devon Road, Unit 3
Brampton, ON L6T 5L8
Canada

Phone: +1 (905) 486-1666

Email: info@complacemencorz.com