

Privacy Policy

Effective Date: June 13, 2026

1. Introduction

Heritage Building Contractors Co. ("we," "our," or "us") respects your privacy and is committed to protecting the personal information you provide when visiting our website, contacting us, or using our services. This Privacy Policy explains how we collect, use, disclose, and protect your information.

By using our website, you consent to the practices described in this Privacy Policy.

2. Information We Collect

We may collect the following types of information:

Personal Information

- Name
- Email address
- Phone number
- Mailing address
- Project address
- Billing information
- Information submitted through contact forms
- Information provided when requesting quotes or estimates

Automatically Collected Information

- IP address
 - Browser type and version
 - Device information
 - Website usage data
 - Pages visited and time spent on our website
 - Referral sources
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3. How We Collect Information

We collect information when you:

- Submit a contact form
- Request a quote or consultation

- Subscribe to newsletters or marketing communications
- Communicate with us by email, phone, or website chat
- Complete surveys or provide feedback
- Browse our website

Some information may also be collected automatically through cookies and analytics tools

4. Why We Collect Information

We collect information to:

- Respond to inquiries and service requests
 - Provide renovation and construction estimates
 - Manage projects and customer relationships
 - Schedule consultations and site visits
 - Process payments and invoices
 - Improve our website and services
 - Send service updates, promotions, and marketing communications (where permitted by law)
 - Comply with legal and regulatory obligations
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5. How We Use and Store Information

We use appropriate administrative, technical, and physical safeguards to protect personal information against unauthorized access, loss, misuse, or disclosure.

Information may be stored on secure servers provided by our website hosting provider and trusted service providers.

We retain personal information only as long as necessary to fulfill the purposes described in this policy or as required by applicable laws.

6. Sharing of Information

We do not sell personal information.

We may share information with:

- Employees and contractors who require access to perform services
- Subcontractors involved in project completion
- Payment processors
- Website hosting providers
- Analytics and marketing service providers
- Professional advisors (legal, accounting, insurance)
- Government authorities when required by law

All third parties are expected to maintain appropriate confidentiality and security measures.

7. Renovation and Construction Projects

When providing renovation or construction services, we may collect information related to project locations, property details, design preferences, photographs, measurements, plans, and project documentation.

Project-related information is used solely for estimating, planning, managing, completing, and documenting construction or renovation work.

Photographs of completed projects may be used for marketing purposes only with permission where required by applicable law.

8. Cookies and Tracking Technologies

Our website may use cookies and similar technologies to:

- Improve website functionality
- Analyze website traffic
- Remember visitor preferences
- Support marketing and advertising activities

You may adjust your browser settings to refuse cookies; however, some website features may not function properly.

9. Communications

We may contact you regarding:

- Quote requests
- Project updates
- Scheduling information
- Customer service matters
- Invoices and payment reminders
- Company announcements
- Promotional offers and marketing communications

You may unsubscribe from marketing emails at any time using the unsubscribe link provided or by contacting us directly.

10. Third-Party Services

Our website may contain links to third-party websites or use third-party services such as analytics providers, payment processors, social media platforms, or marketing tools.

We are not responsible for the privacy practices of third-party websites or services.

11. Your Rights

Subject to applicable privacy laws, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of personal information
- Withdraw consent for certain uses
- Request information about how your data is processed

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

12. Withdrawal of Consent

If you no longer wish for us to process your personal information, please contact us using the contact information provided below.

Please note that withdrawing consent may affect our ability to provide certain services.

13. Children's Privacy

Our website and services are not intended for individuals under the age of 13. We do not knowingly collect personal information from children.

14. Changes to This Privacy Policy

We reserve the right to update or modify this Privacy Policy at any time.

Any changes will become effective upon posting the revised policy on our website. The updated effective date will appear at the top of this page.

15. Contact Information

If you have questions about this Privacy Policy or wish to access, update, or delete your personal information, please contact:

Heritage Building Contractors Co.

Address: 2447 PAGE ROAD, OTTAWA, ON, K1W 1H2

Phone: (613) 605 -1135]

Email: HBCONTRACTORSCO@GMAIL.COM

Website: HBCONTRACTORS.CA

By using our website, you acknowledge that you have read and understood this Privacy Policy.