

Privacy Policy

NEXT LEVEL DOOR INC.

Effective Date: September 8, 2026 | Last Updated: September 8, 2026

Next Level Door Inc. ("Next Level Door," "we," "us," or "our") respects your privacy and is committed to protecting the personal information entrusted to us.

This Privacy Policy explains how we collect, use, disclose, store and protect personal information when you visit www.nextleveldoor.ca, contact us, request a quote, book service, purchase products or receive services from us.

We handle personal information in accordance with applicable Canadian privacy legislation, including Alberta's Personal Information Protection Act (PIPA) and, where applicable, Canada's Personal Information Protection and Electronic Documents Act (PIPEDA).

1. Personal Information We May Collect

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

Contact Information

- Name
- Telephone number
- Email address
- Service address
- Billing address

Service Information

- Details about your garage door, opener or related equipment
- Description of the problem or requested service
- Appointment and scheduling information
- Measurements and product selections
- Service history
- Quotes, work orders and invoices
- Warranty information

Photos and Job Information

We may take photographs or other records of garage doors, openers, parts, installation conditions or completed work when reasonably necessary for:

- Diagnosing a problem;
- Documenting work;
- Preparing estimates;
- Warranty administration;
- Communicating with suppliers or manufacturers;

- Maintaining business records; or
- Resolving customer questions or disputes.

We will obtain appropriate permission before using identifiable customer property or information for marketing purposes where required.

Payment and Transaction Information

We may collect information required to process transactions, invoices and payments.

Payment information may be processed through third-party payment providers. Where a third-party payment processor handles payment-card information directly, its handling of that information is governed by its own privacy and security practices.

Communications

We may retain communications with customers, including:

- Emails
- Text messages
- Telephone call details
- Website inquiries
- Booking requests
- Customer-service correspondence

Website and Technical Information

When you visit our website, certain information may be collected automatically, including:

- IP address
- Device or browser type
- Pages viewed
- Approximate geographic region
- Referral source
- Date and time of visits
- Cookie or similar technology identifiers

This information may be collected through website hosting providers, analytics services, advertising platforms or similar technologies.

2. How We Collect Information

We may collect personal information:

- Directly from you;
- Through our website;
- Through contact and quote-request forms;
- Through our online booking system;
- By telephone, email or text message;
- While providing services at your property;
- Through invoicing or payment systems;
- Through advertising or social-media interactions;

- Through cookies and similar technologies; or
- From another person who has your authority to arrange service on your behalf.

3. Why We Use Personal Information

We may use personal information to:

- Respond to inquiries;
- Prepare quotes and estimates;
- Schedule appointments;
- Provide garage door services;
- Deliver and install products;
- Communicate regarding appointments;
- Diagnose equipment problems;
- Process invoices and payments;
- Maintain service and warranty records;
- Order products and replacement parts;
- Communicate with manufacturers or suppliers when necessary;
- Provide customer service;
- Manage our business records;
- Improve our website and services;
- Detect or prevent fraud, misuse or security issues;
- Meet accounting, tax, insurance and legal requirements;
- Send marketing communications where permitted by law; and
- Protect our customers, business and legal rights.

We limit collection, use and disclosure to purposes that are reasonable and appropriate in the circumstances.

4. Consent

Where consent is required, we will obtain consent appropriate to the circumstances.

Consent may be express or implied depending on the nature of the information, the purpose for which it is being collected and applicable law.

For example, when you provide your address and telephone number to request a garage door service appointment, you consent to our using that information to communicate with you and provide the requested service.

You may withdraw consent to certain uses of your information, subject to legal, contractual or operational restrictions.

Withdrawal of consent may mean we are unable to provide certain services.

5. Service Providers and Disclosure

We do not sell or rent customers' personal information.

We may disclose personal information to service providers where reasonably necessary to operate our business, including providers of:

- Scheduling and customer-management systems;
- Online booking systems;
- Invoicing and accounting services;
- Payment processing;
- Website hosting;
- Email and communications;
- Cloud data storage;
- Website analytics;
- Advertising services; and
- Information technology or cybersecurity services.

We may also provide limited information to manufacturers, distributors or suppliers when required to order products, process warranty claims or resolve product issues.

These organizations are permitted to receive only the information reasonably necessary for the applicable purpose and may have their own privacy obligations and policies.

6. Processing Outside Canada

Some technology, cloud, communications, analytics or other service providers used by Next Level Door may process or store personal information outside Alberta or outside Canada, including in the United States.

When information is processed in another jurisdiction, it may be subject to the laws of that jurisdiction and may be accessible to courts, law-enforcement agencies or government authorities in accordance with applicable law.

Questions regarding service providers outside Canada can be directed to Next Level Door using the contact information below.

7. Job Management and Online Booking Services

Next Level Door may use third-party business-management technology to assist with functions such as:

- Online booking;
- Customer records;
- Scheduling;
- Quotes;
- Work orders;
- Invoicing;
- Customer communications; and
- Payment processing.

Information submitted through these systems may therefore be processed by the applicable technology provider on our behalf.

8. Cookies, Analytics and Advertising

Our website may use cookies and similar technologies to operate the website, understand website traffic, measure advertising performance and improve the customer experience.

These technologies may be supplied by third parties, such as website analytics, search-engine or advertising providers.

Depending on your browser and the technologies used on our website, you may be able to block or delete cookies using your browser settings.

Disabling cookies may affect certain website functionality.

9. Marketing Emails and Text Messages

We may send promotional emails or text messages only when permitted by applicable law.

Where Canada's Anti-Spam Legislation applies, we will rely on the appropriate form of consent or other legal authorization.

Commercial electronic communications will include required identification and contact information and, where required, a method to unsubscribe.

You may unsubscribe from marketing communications at any time.

Service-related communications - such as appointment confirmations, scheduling messages, quote information, invoices or warranty communications - may still be sent when required to provide services you have requested.

10. Security

We use reasonable administrative, physical and technological safeguards appropriate to the sensitivity of the personal information in our possession.

These safeguards may include measures such as:

- Password-protected systems;
- Restricted access;
- Secure third-party platforms;
- Device security;
- Appropriate record-handling procedures; and
- Secure disposal or deletion practices.

No electronic system or method of transmission can be guaranteed to be completely secure, but we take reasonable measures to protect information against unauthorized access, collection, use, disclosure, copying, modification, loss or destruction.

11. Privacy Breaches

If a privacy or security incident occurs, we will assess the incident and take reasonable steps to contain and address it.

Where required by applicable privacy legislation, we will notify the appropriate privacy regulator and affected individuals.

12. Retention of Information

We keep personal information only for as long as reasonably necessary to:

- Provide services;
- Maintain customer and warranty records;
- Meet legal, tax, accounting and insurance obligations;
- Resolve disputes;
- Protect legitimate business interests; or
- Fulfil another reasonable business or legal purpose.

When personal information is no longer reasonably required, we will securely destroy, delete or anonymize it, subject to applicable legal requirements.

13. Access and Correction

You may request access to personal information we hold about you and may request correction of information that is inaccurate or incomplete.

Certain information may be withheld where permitted or required by law.

We may need to verify your identity before responding to an access or correction request.

14. Your Privacy Choices

You may contact us to:

- Ask what personal information we hold about you;
- Request correction of inaccurate information;
- Withdraw consent where legally permitted;
- Ask questions about our privacy practices;
- Unsubscribe from marketing communications; or
- Make a privacy complaint.

15. Required Disclosures

We may disclose personal information without consent when authorized or required by law, including where reasonably necessary to:

- Comply with a court order, subpoena or legal requirement;
- Cooperate with law enforcement where legally required;
- Investigate fraud or unlawful activity;
- Respond to an emergency;
- Protect the safety of an individual; or
- Establish, exercise or defend legal rights.

16. Third-Party Websites

Our website may contain links to websites or services operated by manufacturers, suppliers, social-media platforms or other third parties.

We are not responsible for the privacy practices of third-party websites. You should review the privacy policy of any third-party service you choose to use.

17. Children

Our services are intended for property owners, tenants, businesses and other persons legally able to request or authorize garage door services.

We do not knowingly collect personal information from children for marketing purposes.

18. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in our services, technology, service providers or legal requirements.

The current version will be posted on our website with its updated effective date.

19. Contact Information

Questions, access requests, complaints or other privacy concerns may be directed to:

Next Level Door Inc.

Airdrie, Alberta, Canada

Phone: 403-910-7110

Email: travis@nextleveldoor.ca

Website: www.nextleveldoor.ca

If you are not satisfied with our response to a privacy concern, you may have the right to contact the Office of the Information and Privacy Commissioner of Alberta or another applicable privacy regulator.