



## Privacy Statement

### Personal Data We Collect

Metrowest Building Services Ltd. collects data to operate effectively and provide you the best experiences with our products. You provide some of this data directly, such as when you create a Metrowest Building Services Ltd. Account.

Usage data. We collect data about how you and your device interact with Metrowest Building Services Ltd.

Content. We collect content of your files and communications when necessary to provide you with the products you use. We also collect the content of messages you send to us, such as feedback. When you contact us, such as for customer support, phone conversations or chat sessions with our representatives may be monitored and recorded.

### How We Use Personal Data

Metrowest Building Services Ltd. uses the data we collect for two basic purposes: (1) to operate our business and provide (including improving and personalizing) the products we offer, (2) to send communications, including promotional communications.

In carrying out these purposes, we combine data we collect to give you a more seamless, consistent and personalized experience.

### Reasons We Share Personal Data

We share your personal data with your consent or as necessary to complete any transaction.

In addition, we share personal data among Metrowest Building Services Ltd. We also share personal data with vendors or agents working on our behalf for the purposes described in this statement.

Finally, we will access, transfer, disclose, and preserve personal data, including your content, when we have a good faith belief that doing so is necessary to:

1. comply with applicable law or respond to valid legal process, including from law enforcement or other government agencies;
2. protect our customers, for example to prevent spam or attempts to defraud users of our products, or to help prevent the loss of life or serious injury of anyone; or
3. protect the rights or property of Metrowest Building Services Ltd., including enforcing the terms governing the use of the services.

## Where We Store and Process Personal Data

Personal data collected by Metrowest Building Services Ltd. may be stored and processed in Metrowest Building Services Ltd. or its affiliates, subsidiaries or service providers maintain facilities. We take steps to ensure that the data we collect under this privacy statement is processed according to the provisions of this statement and the requirements of applicable law wherever the data is located.

## Our Retention of Personal Data

Metrowest Building Services Ltd. retains personal data for as long as necessary to provide the products and fulfill the transactions you have requested, or for other essential purposes such as complying with our legal obligations, resolving disputes, and enforcing our agreements.

## Changes to This Privacy Statement

We will update this privacy statement when necessary to reflect customer feedback and changes in our products. When we post changes to this statement, we will revise the "last updated" date at the top of the statement and describe the changes in the Change History page. If there are material changes to the statement or in how Metrowest Building Services Ltd. will use your personal data, we will notify you either by prominently posting a notice of such changes before they take effect or by directly sending you a notification. We encourage you to periodically review this privacy statement to learn how Metrowest Building Services Ltd. is protecting your information.

## How to Contact Us

If you have a privacy concern or a question for the Chief Privacy Officer of Metrowest Building Services Ltd., please contact us by using our [Contact Page](#). We will respond to questions or concerns within 30 days.

Unless otherwise stated, Metrowest Building Services Ltd. Corporation is a data controller for personal data we collect through the products subject to this statement.