

Privacy Policy

Effective Date: June 26, 2023

Last Updated: April 18, 2025

Advanced Quality Systems ("Advanced Quality Systems", "we", "us", or "our") respects your privacy and is committed to protecting your personal information. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you access or use our Software-as-a-Service (SaaS) platform and related services, including any associated websites, applications, or cloud-hosted tools (collectively, the "Service").

This Privacy Policy complies with the Personal Information Protection and Electronic Documents Act (PIPEDA) and outlines our practices as a Canadian organization that handles personal information in the course of commercial activities.

1. Information We Collect

1.1. Information You Provide

- Account Registration: Name, email address, organization name, password, billing and payment details.
- Communications: Information provided when you contact customer support or otherwise communicate with us.
- User Input: Data you upload or input into the Service, including any documents, metrics, or forms related to your business operations.

1.2. Automatically Collected Information

- Technical Data: IP address, browser type, operating system, device identifiers.
- Usage Data: Date/time of access, features used, system logs, performance metrics.
- Cookies & Analytics: We use cookies and tracking technologies to personalize your experience and analyze

usage. These may be stored in your browser unless disabled.

1.3. Third-Party Sources

We may obtain information from third-party services if you connect them to our platform.

2. How We Use Your Information

We collect and use personal information for the following purposes:

- To provide, operate, and improve the Service
- To manage user accounts and enable authentication
- To process payments and manage billing
- To communicate important service-related notices
- To provide technical support and respond to inquiries
- To monitor platform integrity, security, and performance
- To fulfill legal obligations and regulatory requirements

3. Consent

By using our Service, you consent to the collection, use, and disclosure of your personal information as outlined in this policy. You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. To do so, please contact us at info@myaqs.com.

4. Disclosure of Information

We do not sell personal information. We may disclose your data in the following limited circumstances:

4.1. Service Providers

We use third-party service providers, including Amazon Web Services (AWS), to host and manage our infrastructure. These providers are contractually bound to protect your personal information and use it solely for the provision of services to us.

4.2. Legal Requirements

We may disclose personal information where required by law, including to comply with subpoenas, court orders, or lawful requests from public authorities.

4.3. Business Transactions

In the event of a merger, acquisition, or asset sale, your information may be transferred as part of that transaction. We will notify you before any transfer is subject to a different privacy policy.

5. International Transfers

Personal data processed by us or our service providers may be stored and accessed in countries outside of Canada. Specifically, data hosted in AWS may be subject to foreign laws and accessible to foreign authorities under lawful order.

We ensure that such transfers comply with PIPEDA requirements and implement contractual and organizational safeguards to protect your data.

6. Retention and Safeguarding of Data

We retain personal information only as long as necessary to fulfill the identified purposes or as required by law.

We implement administrative, technical, and physical safeguards to protect your information. These include:

- Encryption of data in transit and at rest
- Access controls and authentication mechanisms
- Regular security assessments and audits

7. Your Rights Under PIPEDA

You have the right to:

- Access your personal information held by us
- Request corrections to inaccurate or incomplete information
- Withdraw your consent to the collection or use of your data (where applicable)
- File a complaint with the Office of the Privacy Commissioner of Canada

To exercise your rights or obtain more information, please contact our Privacy Officer at info@myaqs.com.

8. Children's Privacy

Our Service is not intended for individuals under the age of 13. We do not knowingly collect personal information from children without verifiable parental consent.

9. Third-Party Services and Links

Our platform may contain integrations or links to third-party services. We are not responsible for the privacy practices or content of those services. We encourage you to review their privacy policies independently.

10. Changes to This Privacy Policy

We may update this policy to reflect changes in legal or operational requirements. If material changes are made, we will notify you via email or through the Service. Your continued use of the Service after such changes constitutes your acceptance of the revised policy.

11. Contact Us

If you have questions, concerns, or requests related to this Privacy Policy or our data practices, please contact:

Advanced Quality Systems

Email: info@myaqs.com

