

BarrierFree Consulting – Privacy Policy

Effective Date: January 28, 2026

1. Introduction

BarrierFree Consulting ("we," "us," or "our") is committed to protecting the privacy, dignity, and confidentiality of individuals and organizations that engage with our accessibility and consulting services across Canada. This Privacy Policy explains how we collect, use, disclose, store, and safeguard personal information in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA).

2. Scope

This policy applies to all personal information collected through our consulting engagements, accessibility services, website, email, telephone, SMS, and WhatsApp communications.

3. Information We Collect

We may collect the following types of information:

- Name, organization, job title
- Contact information (email address, phone number)
- Accessibility needs or accommodation-related information (where voluntarily provided)
- Consulting, organizational, or project-related information shared during engagements
- Website inquiry information
- Administrative, contractual, and billing records

4. Purpose of Collection

Personal information is collected and used solely to:

- Deliver accessibility and consulting services
- Communicate regarding inquiries, proposals, and engagements
- Schedule and manage consulting projects
- Improve service quality and accessibility outcomes
- Meet legal, contractual, professional, and insurance obligations

5. Consent

We obtain consent prior to collecting, using, or disclosing personal information, except where permitted or required by law. Consent may be express or implied and may be withdrawn at any time, subject to legal or contractual limitations.

6. Disclosure of Information

BarrierFree Consulting does not sell or trade personal information. Personal information may be disclosed only with consent, to trusted service providers operating under confidentiality obligations, or where required by law or regulatory authority.

7. Safeguards

We implement reasonable administrative, technical, and physical safeguards appropriate to the sensitivity of the information to protect personal information against loss, theft, unauthorized access, use, or disclosure.

8. Retention

Personal information is retained only for as long as necessary to fulfill the identified purposes or to comply with legal, regulatory, or professional requirements. Information is securely destroyed or anonymized when no longer required.

9. Access and Correction

Individuals may request access to, or correction of, their personal information by contacting us using the information below.

10. Contact Information

BarrierFree Consulting

Privacy Officer

Email: info@barrierfreeconsulting.com

Phone: 1-833-822-3733

Messaging Privacy Policy – SMS & WhatsApp

Effective Date: January 28, 2026

1. Purpose

This section explains how personal information is handled when communicating with BarrierFree Consulting via SMS text messaging or WhatsApp messaging.

2. Information Collected Through Messaging

- Phone number
- Message content voluntarily shared
- Date and time of communications
- Any files, images, or voice notes voluntarily transmitted

3. Use of Messaging Information

Information collected through SMS or WhatsApp is used to respond to inquiries, schedule consultations, provide follow-up, and support accessibility and consulting services requested by the individual or organization.

4. Consent to Messaging

By initiating or continuing communication via SMS or WhatsApp, you provide implied consent to receive responses through the same communication channel. Consent may be withdrawn at any time by requesting an alternative method of communication or by sending "STOP."

5. Third-Party Platforms

WhatsApp is a third-party platform operated by Meta Platforms, Inc. Messages exchanged through WhatsApp are subject to Meta's privacy policies and terms of service. While WhatsApp provides end-to-end encryption, BarrierFree Consulting does not control third-party data handling practices, including metadata collection.

6. Security and Retention

Access to business messaging accounts is restricted. Messages are retained only as long as necessary for business, legal, or record-keeping purposes. Electronic messaging carries inherent privacy risks, which users acknowledge when choosing to communicate via SMS or WhatsApp.

7. Questions or Concerns

Questions regarding this Messaging Privacy Policy may be directed to the Privacy Officer listed above.