



## HOW WE COMPLY WITH **PIPEDA**

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[www.terapage.ai](http://www.terapage.ai)

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At Terapage, we prioritise the privacy and security of our users’ data. Our platform is meticulously designed to comply with the Personal Information Protection and Electronic Documents Act (PIPEDA), ensuring that all personal data collected, used, or disclosed is handled with the utmost care and in accordance with Canadian privacy regulations. This detailed statement provides an overview of Terapage's compliance with PIPEDA:

- 1. Transparency and Accountability:** Terapage adheres to the principles of transparency and accountability, fundamental tenets of PIPEDA. We provide clear and comprehensive information about our data collection practices, ensuring that users understand what personal information is being collected, how it will be used, and the measures in place to protect it. Our Privacy Policy and Terms of Service documents are readily accessible and written in plain language to ensure clarity.
- 2. Consent and Control:** In compliance with PIPEDA, Terapage emphasizes obtaining meaningful consent from users before collecting, using, or disclosing personal information. We offer various consent mechanisms, allowing users to opt-in or out of data collection practices. Users can also manage their privacy settings within the platform, giving them control over their personal information.
- 3. Purpose Specification and Limitation:** Terapage clearly defines the purposes for which personal information is collected and ensures that it is used only for those specified purposes unless further consent is obtained. We limit the collection of personal information to what is necessary for the identified purposes and retain it only as long as needed to fulfill those purposes.
- 4. Safeguards and Security Measures:** The security of personal information is paramount at Terapage. We implement robust technical and organizational measures to protect data against unauthorized access, loss, or theft. This includes data encryption, secure user authentication protocols, and regular security audits. Our team is continually monitoring and updating our security practices to stay ahead of potential threats and ensure compliance with PIPEDA’s stringent requirements.

5. **Access and Correction:** In accordance with PIPEDA, Terapage provides users with the right to access their personal information and request corrections if necessary. Users can easily view and update their personal details through their account settings or by contacting our support team. We are committed to maintaining accurate and up-to-date records to ensure the integrity of personal information.
6. **Data Transfers and International Compliance:** Terapage understands the importance of cross-border data flows and ensures that personal information transferred internationally is afforded the same level of protection as required by PIPEDA. We have established agreements with our international partners to ensure compliance with privacy standards equivalent to those in Canada.
7. **Ongoing Training and Awareness:** We believe that compliance is a collective responsibility. Terapage provides ongoing training and resources to our employees, ensuring they are well-versed in PIPEDA's requirements and best practices for data protection. This commitment to continuous education helps us maintain a culture of privacy and security across our organization.
8. **User Support and Complaint Resolution:** Terapage is dedicated to addressing any privacy concerns or complaints promptly and effectively. Users can reach out to our Data Protection Officer or support team with any inquiries regarding their personal information or our privacy practices. We take all complaints seriously and strive to resolve them in accordance with PIPEDA's guidelines.

By embedding these principles into our platform and operations, Terapage not only ensures compliance with PIPEDA but also demonstrates our unwavering commitment to protecting the privacy and trust of our users. We are proud to offer a secure and transparent platform that prioritizes your data protection needs.

Terapage