

Hitek | Privacy Policy

This Privacy Policy explains how Hitek uses and manages any personal information it collects in the course of providing its services. Personal information is any information that can identify you as an individual.

Information we collect

We only collect personal information from you so that we can provide and improve our products and services.

For example, when you use our services, we collect your business contact information so we can communicate with you to fulfill your request.

When you visit our website, we may automatically collect certain technical information about your visit, including your IP address, your device ID and operating system, and browser version, language and type. We collect this information for troubleshooting and cybersecurity purposes, as well as to improve our website and tailor its content to your preferences.

We may also collect personal information that you voluntarily provide to us. For example, when you complete a contact form, feedback form, or request assistance from us.

Disclosure

We will not disclose your personal information to any third parties without your knowledge and consent unless (i) we are required to do so by law; (ii) we are exploring or undertaking a corporate transaction; or (iii) otherwise in accordance with this Privacy Policy.

Third party service providers assist us in providing or managing our products and services. Any third parties that we engage are contractually obligated to safeguard personal information to the same extent that we do and to use the information provided to them only for the purposes outlined in this Privacy Policy.

We do not rent or sell any personal information we collect from you.

Transfer and storage

Personal information we collect is stored on our servers, which are located in Canada.

Your personal information may be transferred to and stored on servers located outside of Canada. This is because we store information on third-party platforms, such as Imperva Incapsula and Cargowise. The laws of the jurisdiction where their servers are located will therefore also apply to your information. To see Imperva Incapsula's Privacy Policy click [here](#) and for Cargowise's click [here](#).

Retention

We only retain your personal information for as long as required to fulfill the purpose for which it was collected or as required by law.

Protection

We have physical, technological and organizational safeguards in place to maintain data security and help prevent unauthorized access to your personal information, such as encryption, the granting of access on a strictly need-to-know basis, and restricted and monitored access to our data servers.

Access and correction

You have the right to review, correct, update, and request that we delete the personal information that we have about you.

We will provide you access to your personal information except where prohibited by law. Should we be unable to fulfill your request to access your personal information, we will provide you with the reason for our refusal.

Contact

To make a request to review, correct, or update your personal information, or if you have any questions about this Policy, please contact us at:

1-800-860-1455

Support@hitek.com