

# Privacy Policy

Effective date: 27 March 2025

## Policy scope

A.G.O. Environmental Electronics, Ltd (“the Company,” or “A.G.O.”) is committed to only collecting and using personal information on an as-needed basis with consent. This privacy policy covers how we collect and use your personal information when you use our website (www.agoenvironmental.com), conduct business with us, or otherwise interact with us.

A.G.O. can be contacted at:

[info@agoenvironmental.com](mailto:info@agoenvironmental.com) +1 (250) 386-4015  
#10-626 Esquimalt Rd, Victoria, BC, Canada, V9A 3L4

Per British Columbia’s Personal Information Privacy Act (PIPA), “Personal information” is defined as any information that can be used to identify a specific person, either directly or in combination with other information. In business, A.G.O. expands this definition to also include information that could be used to identify a specific client or client company, and/or interfere with its business if abused. All references to “information” in this document refer to this definition.

## Our values

**No excessive or automatic data collection:** As a company, it is important to us that we maintain clarity in our data collection methods to enable you to understand what information we collect and (when its purpose or benefit is not obvious) for what reason. It is also important to us to maintain a policy of only collecting data when doing so has a clear benefit to our operations, and avoiding implementing superfluous data collection systems.

**No unnecessary or poorly-informed data collection:** We value intentional and controlled data collection processes with informed consent in favor of mass automated data collection, e.g. via website cookies (even when implemented with an opt-in-only cookie notice). It is more important to us to maintain a manually-managed data collection process that aligns with specific internal use goals than to try to maximize our data collection volume and efficiency without a specific planned purpose for the collected data.

**No third-party processing of data:** Any and all analysis that we do of personal data that we have collected with consent is done so manually by our own employees. It is important to us to avoid engaging external services, including AI, to handle personal data, regardless of the scope of those services’ own privacy policies and cybersecurity measures.

## Our website

Our website is built using WordPress with the Divi Builder theme. These tools come with a few inherent functional cookies that are required for the website to function properly. They do not collect personal information. The most information they may collect is simply very basic details about your browser that you are using, such as language settings and time.

Otherwise, we do not currently have any additional cookies in place besides the bare minimum defaults associated with WordPress and Divi Builder.

You can optionally disable all cookies from all websites through your individual browser settings.

## Your rights

Under the General Data Protection Regulation (GDPR), you have the following rights over your information:

1. **Right to be informed** of the collection and use of your data
2. **Right of access** to details of which of your information is being stored and how it is being used
3. **Right to rectification** to correct any inaccurate or incomplete information
4. **Right to erasure** of your personal information from our records
5. **Right to restrict processing** of your personal information (i.e. withdraw consent for use of your information in specific contexts)
6. **Right to data portability** to transfer your information to another party
7. **Right to object** to the processing of your information

## Consent

We only process your personal data with your consent. By using our website and communicating with us, you inherently consent to the conditions set out in this Privacy Policy.

Consent for internal A.G.O. use of personal data is assumed to be automatically given when the information is shared. External uses of personal data as listed below will only be done after asking for and receiving express written consent to do so.

Consent for data use can be withdrawn by you or a representative of your organization at any time by contacting us with details about which information you would no longer like to be used, and in what ways you would no longer like it to be used.

## **Personal information we collect**

We collect the following personal information (as defined on the first page of this Policy) when it is shared with us voluntarily:

1. Name
2. Email address
3. Phone number
4. Associated company or organization
5. Shipping and invoicing address(es) for you or your company
6. Shipping service account number(s) for you or your company
7. Banking information for you or your company
8. Images, videos, and other media

## **Children's information**

We do not knowingly collect or use personal data from children under 16 years of age. If we learn that we have collected personal data from a child under 16 years of age, the personal data will be deleted as soon as possible. If a child under 16 years of age has provided us with personal data, their parent or guardian may contact us through the contact methods listed on the first page of this Privacy Policy.

## **How we collect information**

We only collect information when it is shared with us voluntarily. Information owners may voluntarily share their information by filling out and submitting our contact form or any of our product inquiry forms, or by directly contacting us and including relevant information in communications with A.G.O. employees.

## **Storage of information**

We store information until its purpose has been achieved. In some cases, that can mean functionally indefinite storage (e.g. for information used to analyze sales trends over time or maintain client records for long-term customer support) unless the right to erasure is exercised.

## Use and sharing of information

The data we collect will only be used for the purposes specified in this Privacy Policy. We will not use your data beyond what we disclose in this Privacy Policy under the defined consent conditions. Your information will never be sold to third parties. The data we collect may be used for the following purposes:

Purely internal purposes, where your information is shared with relevant A.G.O. employees:

1. Analyzing sales trends
2. Supporting sales operations
3. Supporting administrative operations

Purposes between you and A.G.O., where your information is shared with relevant A.G.O. employees and anyone else you may include in communications (e.g. by CC'ing on emails):

1. Communicating with you about inquiries
2. Providing information about our products and services as requested
3. Fulfilling orders and processing transactions
4. Provide customer support

External purposes, where information may be shared with A.G.O. employees, other third parties, or the general public, but *only with your express consent first*:

1. Improving our website and marketing materials with testimonials and media of our products in use
2. Advertise examples of companies that use our products
3. Use your shipping accounts to arrange shipping for your orders on your behalf
4. Complete payments to you (if you are a supplier)
5. Refer others to you for advice or assistance when relevant

Legal purposes, where information may be shared with legal professionals or potential third party buyers of this company in the event that we choose to sell A.G.O.:

1. Cooperating with a legal investigation where the information is deemed relevant
2. Proving and protecting our legal rights
3. Facilitating an acquisition or other change of ownership or management where new parties are introduced to A.G.O.'s operations

If you follow hyperlinks from our Site to another site, please note that we are not responsible for and have no control over their privacy policies and practices.

## Summary

We collect basic identifying “personal” information about you when it is voluntarily shared with us through business-related communications and/or by filling out and submitting our contact and product inquiry forms available on our website.

We do not sell this information, but will share it and use it internally when relevant to facilitate communication and operations as detailed in the “Use and sharing of information” section. We will only share information with third parties with explicit consent, which can be revoked at any time.

You have the right to contact us at any time to find out which of your information we have on file and how we are using it, to restrict or modify how we use it, or to request modification or deletion of your information.

This summary does not override or redefine any of the content of previous sections.

## Modifications to this Policy

This Privacy Policy may be amended from time to time in order to maintain compliance with the law and to reflect any changes to our data collection processes. When we amend this Privacy Policy we will update the “Effective Date” at the top of this Privacy Policy. We recommend that our users periodically review our Privacy Policy to ensure that they are notified of any updates. If necessary, we may notify users by email of changes to this Privacy Policy.