

Canada Privacy Protection Guide

Who We Are

Stannp.com is a direct mail platform that processes personal information as a **Service Provider** on behalf of our business clients (Organizations) in compliance with the Personal Information Protection and Electronic Documents Act (PIPEDA) and Quebec's Law 25.

Core Privacy Protection Principles

We process all personal information in accordance with PIPEDA's ten fair information principles: accountability, identifying purposes, consent, limiting collection, limiting use/disclosure/retention, accuracy, safeguards, openness, individual access, and challenging compliance.

What We Do with Personal Information

We process personal information to deliver direct mail and communication services, manage customer relationships for our clients, facilitate targeted marketing campaigns, and comply with legal obligations under Canadian federal and provincial laws.

Individual Rights

We support all PIPEDA rights including access, correction, withdrawal of consent, and challenging compliance. For Quebec residents, we also support Law 25 rights including data portability and deletion in specified circumstances.

Security Measures

We implement security safeguards appropriate to the sensitivity of personal information, including encryption of information in transit and at rest, regular audits and penetration testing, strict access controls, and comprehensive staff training. In the event of a privacy breach creating real risk of significant harm, we notify the Privacy Commissioner of Canada within 72 hours and the Commission d'accès à l'information du Québec (CAI) as required by Law 25.

Information Control & Retention

Organizations retain full control of their information with the ability to direct deletion at any time. Information is segregated by unique client identifiers. We retain personal information only as long as

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necessary to fulfil identified purposes or as directed by the organization, with regular reviews and secure disposal when no longer required.

International Processing

Personal information is primarily stored on servers located in Canada. However, temporary international processing may occur with our UK-based personnel for print file creation and support operations. All international transfers include appropriate contractual safeguards and comply with PIPEDA and applicable provincial legislation, including Quebec Law 25.

Where personal information is accessed outside Canada, we ensure it receives a comparable level of protection to that required under Canadian privacy laws. Our personnel and service providers are contractually required to maintain security standards consistent with PIPEDA requirements.

Accountability

We maintain detailed records of all personal information handling practices and conduct privacy impact assessments as required. Our designated Privacy Officer and Compliance team oversee policy compliance. All employees receive training on privacy protection principles and Canadian privacy law responsibilities. This policy is reviewed annually by the Compliance and Operations Director.

Contact Information

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