

# Privacy Policy

Last updated: February 12, 2026

Transport Emery ("we", "us") values your privacy. This policy explains what personal information we collect, why we collect it, how we use it, and what rights you have.

## 1. Information we collect

We may collect personal information when you use our website, especially through the contact or quote request form, including:

- First and last name
- Phone number
- Email address
- Service type requested
- Moving date (or preferred date)
- Date flexibility indication
- Pickup and delivery addresses
- Message content and any information you choose to share
- Basic technical data (example: IP address, device type, browser, pages visited) through server logs and, if enabled, analytics tools

## 2. Why we collect this information

We collect personal information to:

- Respond to contact and quote requests
- Assess needs and prepare an estimate
- Plan and deliver moving or transportation services
- Provide customer support and follow up
- Improve our website, services, and user experience
- Meet legal requirements and prevent fraud or abuse

## 3. Consent

By submitting a form or contacting us, you consent to the collection, use, and disclosure of your personal information as described in this policy. You may withdraw your consent at any time, subject to legal or contractual obligations.

## **4. Sharing with third parties**

We do not sell your personal information.

We may share information only when necessary:

- Subcontractors or logistics partners involved in delivering the service

Third parties are given only the information needed and are expected to protect it.

## **5. Retention**

We keep personal information only as long as needed for the purposes described above, then delete or anonymize it, unless a longer retention period is required by law.

## **6. Security**

We use reasonable administrative, technical, and physical safeguards to protect your personal information against loss, theft, unauthorized access, use, or disclosure. No method of transmission or storage is fully secure, so we cannot guarantee absolute security.

## **7. Cookies and similar technologies**

Our website may use cookies or similar technologies to:

- Ensure the site works properly
- Measure traffic and improve performance
- Remember preferences (example: language)

You can manage cookies through your browser settings. Blocking some cookies may affect site functionality.

## **8. Your rights**

Depending on applicable laws, you may:

- Request access to your personal information
- Request correction of inaccurate information
- Withdraw consent in certain cases
- Ask how your information is used

## **9. Privacy contact**

For questions, access requests, or corrections, contact:

Transport Emery

11811 Av. Louis Sicotte, Montréal, QC H1E 3N3

Phone: 514 619-0856

Email: [info@transportemery.com](mailto:info@transportemery.com)

## **10. Changes**

We may update this Privacy Policy from time to time. The latest version will be posted on this page with an updated date.