



Dominion Customs Consultants Inc. ("Dominion") is committed to protecting your personal information and complying with applicable privacy laws in Canada and internationally, including the Personal Information Protection and Electronic Documents Act (PIPEDA), the General Data Protection Regulation (GDPR), and the California Consumer Privacy Act (CCPA)/California Privacy Rights Act (CPRA).

This Privacy Policy explains how Dominion handles the collection, usage, disclosure, and safeguards your personal information for the purposes detailed below.

Dominion reserves the right to modify this Privacy Policy periodically to accommodate evolving legal requirements and business needs, among other factors. The most current version of the Privacy Policy can always be found on our website, located on our Help Desk webpage, stored in our section entitled, Dominion Reference Material. Follow this link to download a copy:

<https://www.dominioncustomsconsultants.com/help-desk>

This Privacy Policy was last updated on July 4, 2025.

Scope of Policy

This Privacy Policy governs Dominion's collection, usage, sharing, and processing of personal information from:

- Users who visit Dominion's website, public forums, and other publicly accessible internet platforms maintained by Dominion.
- Individuals who visit Dominion's offices or attend conferences/trade shows.
- People who subscribe to Dominion's mailing lists, email communications, newsletters, social media channels and feeds.
- Parties involved in negotiating commercial contracts or similar agreements with Dominion.

1. About Dominion

We are headquartered in Ontario, Canada, and serve clients across Canada and internationally. Our website may display licensed visual content from third-party sources such as iStock.

2. Information Collected

2.1 What is considered personal information?

Personal information refers to data that can identify a specific individual or household. Depending on jurisdictional laws, certain publicly accessible information — such as public directory entries containing your name, address, phone number, email or other electronic contact details — may not fall under the category of personal information.

2.2 How does Dominion use the personal information collected?

Various data privacy regulations may restrict businesses to collecting and utilizing information only when they have a legitimate business purpose or have obtained consent from the individual whose information is being collected.

Dominion may collect personal information outlined in this Privacy Policy for the following purposes:

- To address your inquiries and follow up on contact requests.
- To manage subscriptions to our newsletters, blogs, social media channels, and other resources you choose to follow.
- To assess your needs regarding our services, determine your eligibility for these offerings, and provide tailored recommendations.
- To verify legal compliance for potential customers in the process of purchasing our services.
- To improve our website, services, and customer experience.
- To ensure compliance with applicable legal frameworks and regulatory obligations.

In situations where we identify a necessity to utilize your personal information for purposes not explicitly outlined above, we will proceed only when expressly authorized by applicable laws. You may withdraw consent to receive marketing communications at any time by clicking the “unsubscribe” link in our emails or contacting us directly.

2.3 What Personal Information is collected?

To achieve the objectives outlined in this Privacy Policy, Dominion may collect certain data that could be classified as personal information. This information is obtained either through direct submission from you or automatically captured from your web browser or device when applicable.

Below is a comprehensive overview of the information collected:

- Personal identifiers, including but not limited to your name, company affiliation, professional position, and contact details.
- Business-related information, including details about services you've shown interest in learning more about.
- Additional voluntary information you've shared with us, such as responses to surveys or questionnaires we may have administered; historical information requests you've submitted to our organization.
- Digital and electronic network activity data, including unique identifiers such as mobile device IDs or browser cookie identifiers; IP addresses and associated information like geographic location; content of communications exchanged with us; and device-specific information including browser specifications, pages visited, and time spent on site, Cookies and similar technologies.

We use cookies to improve website functionality, analyze site usage, and deliver relevant communications. You can control cookies through your browser settings.

What are cookies and how are they used?

- Cookies are distinctive identifiers or agreement tokens from a web server that are stored as small text files on your computer when you visit Dominion's website through your browser.

- This information enables us to monitor webpage visits (specific pages visited, frequency of visits) or customize webpage content according to user preferences.
- The majority of prominent websites employ cookies, and most browsers are configured to accept them by default.
- Should you prefer, you can modify your browser settings to reject cookies or receive notifications when cookies are being transmitted—these options can be found in your browser's "Help" section.
- While cookies aren't mandatory for browsing our website, declining them may limit your access to certain website features and functionalities.

2.4 Duration of Processing

Dominion retains personal information only for the duration necessary to fulfill the original purpose of collection, except when longer retention periods are mandated by law or required for other specific purposes. When no longer required, data will be securely deleted or anonymized.

2.5 Legal Basis for Processing (GDPR)

If you are located in the EU, UK, or EEA, we process your personal information based on one or more of the following legal bases:

- Your consent.
- Performance of a contract with you.
- Compliance with legal obligations.
- Dominion's legitimate business interests. (e.g., service improvement, marketing)

2.6 Sharing of Personal Information

Dominion does not sell your personal information. We may share your information with:

- Service providers and partners who help us operate the website and manage communications.
- Legal or regulatory authorities, when required to comply with applicable laws or respond to lawful requests.

2.7. International Data Transfers

Your personal information resides in Canada.

In certain circumstances, when required by law, your personal information may be transferred to, countries outside of Canada, including the United States EU member states, or where our service affiliates are located in support of executing our services. Dominion ensures appropriate protections are in place for such transfers, in accordance with PIPEDA, GDPR, and other applicable laws.

3 Your Rights

3.1 Canadian Residents

You have the right to access, correct, or withdraw consent to the use of your personal information, subject to legal and contractual obligations.

3.2 EU/UK Residents (GDPR)

Individuals protected by or entitled to European or UK law protections may request from us:

- Access to any personal information we may hold about you.
- Updates or corrections to any inaccuracies in your personal information that we maintain.
- To request restrictions on how we use your personal information, including the ability to instruct us to cease using your data for specific purposes.
- To request the deletion of some or all of your personal information where we lack legal grounds for retention or to revoke any previously granted consent regarding our usage of your personal information.

You may also lodge a complaint with your local Data Protection Authority.

3.3 U.S. State Residents

Residents of California, Colorado, Connecticut, Montana, Oregon, Texas, Utah, or Virginia may be entitled to specific rights regarding their personal information under applicable state laws.

Where applicable, these rights may include:

- The right to access information about the categories or specific pieces of personal information we have collected, used, and disclosed about you.
- The right to request corrections to any personal information we have collected about you.
- The right to request deletion of any personal information we have collected about you.
- The right to receive a copy of your personal information that we have collected, in a portable format that is technically feasible and readily accessible.
- The right to request limitations on how we process and utilize your sensitive personal information.
- The right to file an appeal if we decline your request regarding your personal information.
- The right to receive equal treatment without discrimination when exercising your privacy rights as granted by your state's privacy legislation.

We assure you that exercising your rights under applicable laws and as outlined in this document will not result in any form of discrimination.

To submit any of the aforementioned requests concerning access, correction, deletion, or limitations on the use of your personal information, please reach out to us at DCCPrivacy@dominiongroup.com or call 1-888-888-3443 with your request details.

For identity verification purposes, we may require you to provide sufficient personal information to confirm your identity, which may include, but is not limited to, your complete legal name, email address, contact number, and/or postal or physical address. This information will be utilized solely for identity verification purposes.

4. Contacting the Data Protection Officer



Dominion maintains a data privacy officer. If you believe your information has been handled in a manner inconsistent with this Privacy Policy or in violation of local data privacy regulations, wish to appeal our decisions or inaction regarding your personal information, request information access, deletion, updates or corrections, withdraw consent, or have any inquiries, feedback, or concerns related to data privacy or this Privacy Policy, please contact our data privacy officer:

Data Protection Officer: John Preston, Data Privacy Officer

E-mail: DCCPrivacy@dominiongroup.com

Telephone: 1-888-888-3443

Mail: 1595-202, 16th Avenue, Richmond Hill, Ontario, Canada, L4B 3N9

5. Updates to This Policy

Dominion performs a self-assessment annually to confirm that all applicable privacy practices are being followed. In addition, this policy will be updated as required to reflect changes in our practices or legal requirements.

We will notify users of any significant updates by posting a notice on our website.

The date at the bottom of each page indicates the most recent update applicable for the material found on that respective page of our Privacy Policy.