



Privacy Policy

Last Updated: October 16, 2025

1. Introduction

CCQT Inc. ("CCQT," "we," "our," or "us") is committed to protecting the privacy and security of personal information entrusted to us.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in compliance with applicable privacy laws in Canada and the United States,

including the Personal Information Protection and Electronic Documents Act (PIPEDA), the California Consumer Privacy Act (CCPA), and other relevant provincial and state regulations.

This Policy applies to personal information collected from clients, suppliers, employees, website visitors, and other stakeholders, whether through our facilities in Canada and the U.S., online platforms, or business transactions.

2. Scope of Application

This Privacy Policy applies to all CCQT operations, including but not limited to:

- Electronics recycling and IT asset disposition services
- Wholesale and resale of consumer electronics
- Corporate and governmental recycling programs
- E-commerce channels and international trade

It covers personal information collected through in-person interactions at our facilities; our website and online services; emails, phone calls, and digital communications; and third-party integrations and logistics partners.

3. Information We Collect

We may collect the following categories of personal information:

- Identification & Contact Information: name, email, phone number, mailing address, business information.
- Transactional Information: purchase records, invoices, shipping details, payment history.
- Device & Technical Information: IP address, browser type, operating system, access logs, cookies.
- Recycling & Asset Data: device identifiers (e.g., serial numbers, IMEI), data security certification, and erasure records (in compliance with NIST 800-88 standards).
- Employment & HR Information: for job applicants and employees (where applicable).

We do not sell personal information.

4. How We Use Personal Information

We use collected personal information to:

- Provide and improve recycling, wholesale, and e-commerce services
- Manage customer accounts, transactions, and logistics
- Comply with regulatory and certification requirements (e.g., R2v3 and RIOS standards)
- Communicate updates, promotions, and service notifications
- Protect against fraud, theft, and data breaches
- Meet contractual, legal, and tax obligations in Canada and the U.S.

5. Legal Basis for Processing

CCQT processes personal information on the following legal bases:

- Consent: when you voluntarily provide information
- Contractual necessity: to fulfill orders and services
- Legal obligations: compliance with recycling and trade regulations
- Legitimate interests: improving services, fraud prevention, quality assurance

6. Data Retention

We retain personal information only as long as necessary to fulfill the purposes stated in this policy or to comply with legal, accounting, or regulatory obligations.

Data related to asset disposition and recycling is retained in accordance with applicable certification and chain-of-custody standards.

7. Information Sharing & Disclosure

We may share personal information with:

- Authorized employees and contractors
- Logistics and shipping partners (e.g., for deliveries and returns)
- Certified recycling and refurbishment partners
- Financial institutions and payment processors
- Legal authorities when required by law

All third-party partners are contractually obligated to protect personal information and comply with relevant data protection regulations.

8. Cross-Border Transfers

As a company operating in Canada and the U.S., personal information may be processed and stored in both jurisdictions.

We take appropriate contractual and technical measures to ensure adequate protection, including Standard Contractual Clauses where required.

9. Data Security

We implement administrative, technical, and physical safeguards to protect personal information against loss, theft, unauthorized access, disclosure, alteration, or destruction.

Measures include: secure facility access; data erasure following NIST 800-88 guidelines; encrypted data storage and transmission; and role-based access control.

10. Your Rights

Depending on your jurisdiction, you may have the right to:

- Access and receive a copy of your personal information
- Request correction or deletion of your data
- Withdraw consent at any time
- Object to certain processing activities
- File a complaint with the appropriate privacy regulator (e.g., the Office of the Privacy Commissioner of Canada or relevant U.S. state authority)

To exercise your rights, contact us at Privacy@ccqtinc.com.

11. Cookies & Tracking Technologies

We use cookies and similar technologies to enhance user experience, analyze website traffic, and support service functionality.

You can manage cookie preferences through your browser settings.

12. Children's Privacy

Our services are not directed to individuals under the age of 16. We do not knowingly collect personal information from children.

13. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in regulations, our practices, or technology.

Updated versions will be posted on our website with the effective date.

14. Contact Us

If you have any questions or concerns about this Privacy Policy or our privacy practices, please contact:

CCQT Inc.

Attn: Privacy Officer

Calgary, Alberta, Canada

Email: Privacy@ccqtinc.com

Compliance Note

“This Privacy Policy is designed to align with applicable Canadian and U.S. privacy regulations, including PIPEDA, CCPA, and relevant state laws, as well as R2v3, RIOS, and NIST 800-88 standards.”