

TrueNorth Global Staffing (“TNG Staffing”, “TrueNorth”, “we”, “our”, “us”) is committed to protecting the privacy of clients, candidates, contractors, and website users. This Privacy Policy explains how we collect, use, disclose, and safeguard personal information across our websites, systems, and service operations.

This policy applies to:

- **TrueNorth Global Staffing**
- **TrueNorth Admin Solutions**
- All related services, websites, onboarding systems, communication tools, and data handling processes.

By using our services, you consent to the practices described in this Privacy Policy.

1. Information We Collect

We collect only the information necessary to deliver and improve our services. This may include:

1.1 Client Information

- Name, company name, job title
- Email address, phone number
- Business location
- Project requirements, staffing needs
- Documents or information voluntarily provided during onboarding

1.2 Candidate / Staff Information

- Name, email, phone number
- Résumés, portfolios, skills, work history
- References
- Availability, location, timezone
- Optional identity verification documents (passport, government ID, certifications)

1.3 Website & Communication Data

- Contact form submissions
- Inquiry details
- IP address, device type, browser type
- Cookies and analytics data (e.g., Google Analytics, Meta Pixel)

1.4 Optional / Future Data

We do **not** currently collect or store the following, but may in future with proper notice:

- Payment information
- Call recordings
- Transaction data

If implemented, we will update this policy and provide notice where legally required.

2. How We Use Your Information

We use personal information to:

- Provide staffing, admin, and consulting services
- Match clients with qualified professionals
- Communicate with clients, candidates, and team members
- Improve operations, workflows, and service quality
- Maintain internal records and project tracking
- Manage invoices, contracts, and account information
- Ensure security, fraud prevention, and compliance

We do **not** sell personal information.

3. Legal Grounds for Processing (PIPEDA-Compliant)

We collect and process information based on:

- **Consent** (forms, onboarding, agreements)
 - **Legitimate business interests** (service delivery, communication, staffing)
 - **Contractual necessity**
 - **Legal obligations** (tax, employment, compliance)
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4. Disclosure of Information

We may share data only with:

4.1 Internal Team & Contractors

To deliver services requested by clients.

4.2 Third-Party Service Providers

Examples:

- CRM and communication platforms
- Cloud storage providers
- Analytics tools
- Email systems
- Scheduling and project management software

All providers are required to follow strict confidentiality and data protection standards.

4.3 Legal Requirements

We may disclose information if required by:

- Law
- Court orders
- Regulatory bodies
- To protect the rights, safety, or integrity of our company, users, or staff

5. International Transfers

As a global staffing company, information may be accessed or processed in Canada, the Philippines, Brazil, India, the United States, or other locations where remote staff operate.

We ensure all transfers meet:

- **PIPEDA requirements**
- **Reasonable security practices**
- **Contractual confidentiality obligations**

6. Data Retention

We retain information only as long as necessary for:

- Service delivery
- Record-keeping
- Legal compliance
- Dispute resolution

Client and staff files may be securely archived after inactivity.

7. Data Security

We implement administrative, technical, and physical safeguards including:

- Encrypted storage
- Role-based access controls
- Password-protected systems
- Secure cloud infrastructure
- Staff confidentiality agreements
- Continuous system monitoring

While no method is 100% secure, we take all reasonable steps to protect your data.

8. Your Rights

You may request to:

- Access your personal information
- Correct inaccuracies
- Withdraw consent
- Request deletion (where legally permitted)
- Ask how your data has been used or shared

Contact: **info@tngstaff.ca**

9. Cookies & Tracking

We may use cookies and analytics to:

- Improve user experience
- Analyze traffic
- Personalize content
- Track advertising performance

You may disable cookies via your browser settings.

10. Changes to This Policy

We may update this Privacy Policy periodically. The revised version will be posted on our website with an updated “Last Updated” date.

11. Contact Us

TrueNorth Global Staffing

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Vancouver, BC V6B 1X9

Email: [**info@tngstaff.ca**](mailto:info@tngstaff.ca)