

Privacy Policy

Effective Date: July 16, 2026

Introduction

True Level Contracting ("we," "our," or "us") respects your privacy and is committed to protecting the personal information of our customers, website visitors, and prospective clients.

This Privacy Policy explains what information we collect, how we use it, and the choices you have regarding your personal information when you visit our website or contact us.

Information We Collect

Depending on how you interact with us, we may collect:

- Full name
- Email address
- Telephone number
- Property address
- Project details and descriptions
- Photographs or files you voluntarily submit
- IP address
- Browser type and device information
- Website usage information through cookies and analytics

How We Collect Information

Information may be collected when you:

- Submit a contact form
- Request a quote
- Email or call us
- Subscribe to updates
- Browse our website

How We Use Your Information

We use your information to:

- Respond to inquiries
- Prepare project estimates
- Schedule consultations
- Communicate regarding projects

- Improve our website and services
- Maintain business records
- Meet legal obligations

We do not sell your personal information.

Cookies

Our website may use cookies and similar technologies to improve website performance, remember user preferences, and analyze visitor traffic.

You may disable cookies through your browser settings, although some website features may not function properly.

Third-Party Services

We may use trusted third-party providers, including website hosting, analytics, mapping services, email providers, and payment processors, who may process information on our behalf.

Information Sharing

We may share personal information only when necessary with:

- Employees and subcontractors involved in your project
- Service providers assisting with business operations
- Government authorities when required by law

Data Security

True Level Contracting uses commercially reasonable administrative, technical, and physical safeguards to protect personal information from unauthorized access, disclosure, or misuse.

However, no method of internet transmission or electronic storage can be guaranteed to be completely secure.

Data Retention

We retain personal information only for as long as reasonably necessary to fulfill the purposes described in this policy or to comply with legal obligations.

Your Rights

You may request to:

- Access your personal information

- Correct inaccurate information
- Request deletion of information where legally permitted

To make a request, please contact us using the information below.

Children's Privacy

Our website is not directed toward children under the age of 13, and we do not knowingly collect personal information from children.

Changes to This Policy

We may update this Privacy Policy periodically. Changes become effective once posted on this page.

Contact

True Level Contracting

Email: tlevelcontracting\@gmail.com

Phone: (905) 920-2512

Service Area: Ontario, Canada