Privacy Policy

PHDbc Services — Lower Mainland, British Columbia

Effective Date: 09/25/2026

1. Introduction

PHDbc Services ("we," "us," or "our") respects your privacy. This Privacy Policy explains how we collect, use, disclose, and protect personal information through our website phdbcservices.ca (the "Site") and in the course of providing plumbing, heating, drainage, boiler, cooling, and gasfitting services.

We are committed to complying with British Columbia's Personal Information Protection Act ("PIPA"), which governs how private-sector organizations in British Columbia handle personal information. Where applicable — for example, in connection with interprovincial or international transmission of personal information, or activities falling under federal jurisdiction — the federal Personal Information Protection and Electronic Documents Act ("PIPEDA") may also apply.

2. Information We Collect

(a) Contact & Identification Information: your name, phone number, and service address, submitted when you request a quote or contact us.

(b) Service Details: the type of service requested, urgency level, the area(s) of your property affected, and any description of the issue you provide.

(c) Photos & Videos: images or video you voluntarily upload through our quote request form to help us diagnose your issue.

(d) Communications: records of phone calls, emails, or text messages you exchange with us.

(e) Technical Information: if we use website analytics tools (such as visit statistics or cookies) now or in the future, we may collect your IP address, browser type, device information, and pages visited.

We do not collect payment card information through the Site; payment is arranged directly with our technicians or through a third-party payment processor described in Section 4.

3. How We Use Your Information

We use the personal information we collect to:

- Respond to and process your quote requests;
- Dispatch technicians and schedule appointments;
- Diagnose reported issues using submitted photos, videos, and descriptions;
- Communicate with you about your service request, including follow-ups and appointment reminders;
- Prepare invoices and process payment;
- Maintain business records as required by law or for legitimate business purposes (such as warranty tracking, if offered); and
- Improve our website and services.

We do not use your personal information for automated decision-making that produces legal or similarly significant effects.

4. Disclosure to Third Parties

We do not sell, rent, or trade your personal information to third parties for their marketing purposes. We may share limited personal information with:

- Our technicians and staff, as necessary to perform the requested service;
- Service providers who support our business operations, such as website hosting providers, form-handling or email service providers, and scheduling/CRM software, who are contractually or otherwise required to protect your information and use it only for the purposes we specify;
- Payment processors, if and when online payment is enabled;
- Government or law enforcement authorities, where required by law, court order, or to protect the rights, property, or safety of PHDbc Services, our customers, or the public.

Any third-party service providers we use may store data outside British Columbia (including in the United States), which means your information could become subject to the laws of that jurisdiction, including lawful access requests by foreign authorities. [Insert specific hosting/software providers here if known, e.g., "We currently use [Provider Name] for website hosting."]

5. Photos & Video Submissions

Photos and videos you submit through our quote request form are used solely to help us assess your plumbing, heating, drainage, or gas issue and provide an accurate estimate. We do not use customer-submitted photos or videos for marketing, social media, or any public-facing purpose without first obtaining your separate, explicit consent. Submitted media is retained only as long as reasonably necessary for the purposes described in Section 6, after which it is securely deleted.

6. Data Storage, Security & Retention

We take reasonable administrative, technical, and physical measures to protect your personal information against unauthorized access, use, disclosure, alteration, or destruction. No method of transmission or storage is completely secure, and we cannot guarantee absolute security.

We retain personal information only as long as reasonably necessary to fulfill the purposes described in this Policy, or as required by law (for example, for tax or warranty record-keeping). As a general guideline, quote requests that do not result in service are retained for up to 12 months, and service records are retained for up to 7 years to support warranty claims, invoicing, and legal obligations. These periods may be adjusted based on your legal and business requirements.

7. Children’s Privacy

Our Site and Services are directed at adults seeking home or business services and are not intended for use by children. We do not knowingly collect personal information from children.

8. Your Rights

Under PIPA (and PIPEDA where applicable), you have the right to:

- Request access to the personal information we hold about you;
- Request correction of inaccurate or incomplete information;
- Withdraw your consent to certain uses of your information, subject to legal or contractual restrictions;
- Request deletion of your personal information, subject to our legal and legitimate business retention needs; and

- Opt out of any non-essential marketing communications at any time.

To exercise any of these rights, contact our Privacy Officer using the information in Section 11.

9. Complaints

If you have concerns about how we handle your personal information that we are unable to resolve, you have the right to file a complaint with the Office of the Information and Privacy Commissioner for British Columbia (OIPC).

10. Privacy Officer & Contact Information

Our designated Privacy Officer is: Majid, Owner

You can reach us at:

PHDbc Services
Phone: +1 (604) 363-7239
Email: phdbcservices@gmail.com
Service Area: Lower Mainland, British Columbia

11. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The "Effective Date" above will indicate the most recent revision. We encourage you to review this Policy periodically.