

Privacy Policy

MR Crane Service Ltd.

Effective date: April 8, 2026

MR Crane Service Ltd. (operating as "MR Crane," "we," "us," or "our") respects your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and protect personal information when you visit www.mrcrane.ca (the "Website") or otherwise interact with us. We handle personal information in accordance with British Columbia's Personal Information Protection Act (PIPA).

Information we collect

We collect personal information that you provide to us directly, information we collect automatically when you use the Website, and information from third-party service providers.

- **Information you provide to us:** when you contact us, request a quote, or submit a form, we may collect your name, company name, email address, phone number, jobsite or project details, and any other information you choose to include in your message.
- **Information we collect automatically:** when you visit the Website, we may collect technical information such as your IP address, browser type, device type, pages viewed, and how you interact with the site. This is collected through cookies and similar technologies.
- **Information from third parties:** from third-party service providers that help us operate the Website, for example analytics or form-handling tools.

Why we collect and use your information

We use the personal information we collect to:

- Respond to your inquiries, quote requests, and messages.
- Provide, operate, and improve the Website and our services.
- Communicate with you about your requests or our services.
- Understand how visitors use the Website so we can improve it.
- Meet legal, regulatory, and record-keeping obligations.

We will not use your personal information for a new purpose without your consent, unless permitted or required by law.

Consent

By providing your personal information through the Website, you consent to our collection, use, and disclosure of that information as described in this policy. You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by contacting us using the details below. Withdrawing consent may affect our ability to provide certain services to you.

How we share your information

We do not sell, rent, or trade your personal information. We may share it only in the following circumstances:

- **Service providers:** trusted third parties who perform services on our behalf (such as website hosting, analytics, email delivery, or form processing), who are authorized to use the information only as needed to provide those services.
- **Legal requirements:** where required or permitted by law, such as in response to a valid legal request, or to protect our rights, safety, or property.
- **Business transfers:** in connection with a sale, merger, or reorganization of our business, where the information is transferred as part of that transaction.

Some of our service providers may store or process data outside of British Columbia or Canada. Where that happens, the information may be subject to the laws of the jurisdiction in which it is stored.

Cookies and tracking

The Website may use cookies and similar technologies to help it function, remember your preferences, and understand how visitors use the site. Cookies are small files stored on your device.

You can set your browser to refuse cookies or to alert you when cookies are being sent. If you disable cookies, some parts of the Website may not function properly.

We may use third-party analytics tools (such as website analytics services) that collect usage data to help us understand and improve the Website.

How we protect your information

We use reasonable physical, organizational, and technological safeguards to protect personal information against loss, theft, and unauthorized access, disclosure, or use. While we take these precautions seriously, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security.

How long we keep your information

We keep personal information only as long as necessary to fulfill the purposes for which it was collected, or as required by law. When information is no longer needed, we take reasonable steps to securely destroy, erase, or anonymize it.

Your rights

Under British Columbia's Personal Information Protection Act, you have the right to:

- Access the personal information we hold about you.
- Request a correction to personal information that is inaccurate or incomplete.

- Withdraw your consent to our collection, use, or disclosure of your personal information, subject to legal or contractual restrictions.

To exercise any of these rights, contact us using the details below. We may need to verify your identity before responding, and we will respond within the timeframes required by law.

Children's privacy

The Website is intended for a general business audience and is not directed to children. We do not knowingly collect personal information from children. If you believe a child has provided us with personal information, please contact us and we will take reasonable steps to delete it.

Changes to this policy

We may update this Privacy Policy from time to time to reflect changes in our practices or legal requirements. The updated version will be posted on this page with a revised effective date. Your continued use of the Website after changes are posted means you accept the updated policy.

Contact us

If you have questions, concerns, or requests regarding this Privacy Policy or your personal information, please contact:

MR Crane Service Ltd.

Mike Calabrese

Email: info@mrcrane.ca

Phone: 250-361-1110

101-2302 Millstream Road, Victoria, British Columbia V9B 3R3

If you are not satisfied with our response, you have the right to contact the Office of the Information and Privacy Commissioner for British Columbia.