

GorillaNET.ca - Privacy Policy

GorillaNET is committed to safeguarding and defending your rights to privacy. Any time you do business with us, or with anyone acting as an agent on our behalf, you are protected by the rights and safeguards contained in this statement.

Personal Information and Collection

Personal information is information about an identifiable individual. This includes information about your product and service subscriptions and usage. We collect information during the application process, when communicating or transacting business with you, and when providing you with service. We **DO NOT** collect information about you from third parties that have the right to disclose such information to us nor do we provide such information to others.

Use and Sharing of Data

We collect, use, and disclose personal information only for the following purposes:

- To establish responsible relations with you and provide you with ongoing, quality service
- To understand your needs and preferences
- To determine your eligibility for products & services
- To meet legal and regulatory requirements

While our general policy is not to provide personal information to any party outside of **GorillaNET**, there are certain limited circumstances under which it is necessary for us to do so. When we do provide personal information to third parties, we provide only that information that is required under the particular circumstances. That information is used only for the purpose stipulated and is subject to strict terms of confidentiality. Employees of the companies to whom we may provide information must adhere to our privacy standards.

These third parties may include:

- A partner or agent acting on behalf of **GorillaNET**
 - A collection agency acting on our behalf
 - We may also provide personal information to Law enforcement agencies, Government agencies and Emergency services in emergency situations or where required by statute or court order. Those specifics are outlined as follows;
1. Letters of Request are accepted in the case of Child Porn Requests received from credible and confirmed law enforcement departments, specifically from within the National Child Exploitation Coordination Centre.
 2. Court orders, production orders and warrants are requested and/or needed for non-life threatening requests.
 3. **GorillaNET** does not process or disclose any client information for copyright infringements or anything of a similar nature, nor do we plan to change this policy until a change in Canadian law occurs that compels us to do so.