

This Privacy Policy describes how Tonik Auto ("Tonik," "we," "us," or "our") collects, uses, and protects personal information when you use our website at [tonikauto.com](https://tonikauto.com) and our shop management software platform (collectively, the "Service"). By using the Service, you agree to the practices described in this policy.

This policy is governed by the Personal Information Protection and Electronic Documents Act (PIPEDA) and complies with Canada's Anti-Spam Legislation (CASL).

### 1. Information We Collect

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#### Information you provide directly:

- Business name, owner name, and contact details when you register or request a demo
- Email address and password when creating an account
- Billing information processed securely through third-party payment providers
- Customer data you enter into the platform (vehicle records, service history, invoices)
- Staff information including names, schedules, and punch records
- Communications you send to us via email or contact forms

#### Information collected automatically:

- IP address and browser type when you visit [tonikauto.com](https://tonikauto.com)
- Pages visited and time spent on the website
- Device type (desktop, mobile, tablet)

### 2. How We Use Your Information

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- To provide, operate, and improve the Tonik platform
- To process payments and send billing-related communications
- To respond to support requests and inquiries
- To send product updates, feature announcements, and relevant information (you may unsubscribe at any time)
- To comply with legal obligations
- To detect and prevent fraud or unauthorized access

We do not sell, rent, or trade your personal information to third parties for marketing purposes.

### 3. Data Storage and Security

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Your data is stored securely using Supabase, a hosted database platform with enterprise-grade security, encryption at rest, and regular backups. All data transmitted between your browser and our servers is encrypted using TLS.

Customer data you enter into the platform (vehicle records, repair history, invoices, customer profiles) belongs to you. We do not access, analyze, or use your customers' data for any purpose other than providing the Service to you.

While we take reasonable steps to protect your information, no system is completely secure. We encourage you to use a strong password and to notify us immediately at [info@tonikauto.com](mailto:info@tonikauto.com) if you suspect unauthorized access.

#### 4. Third-Party Services

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We use the following third-party services to operate the platform. Each has its own privacy policy:

| Service          | Purpose                       | Privacy Policy                                                                        |
|------------------|-------------------------------|---------------------------------------------------------------------------------------|
| Supabase         | Database and authentication   | <a href="https://supabase.com/privacy">supabase.com/privacy</a>                       |
| Resend           | Transactional email delivery  | <a href="https://resend.com/legal/privacy-policy">resend.com/legal/privacy-policy</a> |
| Square           | Payment processing (optional) | <a href="https://squareup.com/ca/legal/privacy">squareup.com/ca/legal/privacy</a>     |
| Google Analytics | Website analytics             | <a href="https://policies.google.com/privacy">policies.google.com/privacy</a>         |

#### 5. Cookies

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Our website uses cookies to maintain your session, remember your preferences, and analyze website traffic. You may disable cookies in your browser settings, though some features of the platform may not function correctly without them.

#### 6. Your Rights (PIPEDA)

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Under PIPEDA, you have the right to:

- Access the personal information we hold about you
- Request correction of inaccurate information
- Withdraw consent to the collection or use of your personal information (subject to legal or contractual restrictions)
- File a complaint with the Office of the Privacy Commissioner of Canada

To exercise any of these rights, contact us at [info@tonikauto.com](mailto:info@tonikauto.com). We will respond within 30 days.

#### 7. Marketing Communications (CASL)

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If you receive marketing emails from Tonik, it is because you have provided express or implied consent as defined under Canada's Anti-Spam Legislation. Every marketing email includes a clearly visible unsubscribe link. You may unsubscribe at any time and we will process your request within 10 business days. Transactional emails related to your account and service (such as invoices, password resets, and booking confirmations) are not affected by unsubscribing from marketing communications.

#### 8. Data Retention

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We retain your account data for as long as your subscription is active and for a period of 90 days following termination, during which you may request a data export. After 90 days, your data is permanently deleted from our systems. You may request earlier deletion by contacting us at [info@tonikauto.com](mailto:info@tonikauto.com).

#### 9. Children's Privacy

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The Service is intended for use by businesses and is not directed at individuals under the age of 18. We do not knowingly collect personal information from minors.

## **10. Changes to This Policy**

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We may update this Privacy Policy from time to time. When we do, we will update the effective date at the top of this page and notify active subscribers by email. Continued use of the Service after changes are posted constitutes acceptance of the updated policy.

## **11. Contact Us**

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If you have questions about this Privacy Policy or how we handle your information, please contact us at:

**Tonik Auto**

info@tonikauto.com

tonikauto.com