REDEEM DIGITAL

PRIVACY POLICY

Canadian Client Version 1.1 - September 11, 2026

Effective September 11, 2026

Redeem Digital is operated by Arrion McDonald Grosvenor as a Nova Scotia sole proprietorship. This Privacy Policy explains how Redeem Digital handles personal information in connection with redeemdigital.ca, client onboarding, service delivery, support, contracts and related business operations.

1. ACCOUNTABILITY AND CONTACT

Redeem Digital is accountable for personal information under its control. Privacy questions, access or correction requests, and privacy complaints may be sent to the Privacy Contact at start@redeemdigital.ca.

Mailing address: PO Box 35017, Halifax RPO Bedford, NS B3M 0G3.

2. INFORMATION WE COLLECT

Depending on how you interact with us, we may collect organization and contact details; your name, role, email address and optional phone number; information you submit about a request or project; preferred contact method; service intake information; client content and files; support communications; contract and electronic-signature records; invoice and payment-confirmation information; and technical or security information reasonably required to provide a service. Where enabled, our website or service infrastructure may also create ordinary technical logs such as IP address, browser/device information, request timestamps and security events.

Where a Client purchases Community Hall or Digital Ministry Suite, we may process the approved member or user profiles, contact details, interests, ministry or group affiliations, business or community listings, submitted images or descriptions, access roles and related moderation records needed for the configured service. The actual fields, purposes and audiences depend on the Client's approved configuration; purchasing a platform does not authorize collecting every category of member information.

3. PAYMENT INFORMATION

Redeem Digital does not process payments through redeemdigital.ca, does not automatically charge payment cards or bank accounts, and does not ask clients to provide online-banking credentials through the website. Client invoices are paid bank-to-bank using the instructions provided with the invoice. Redeem Digital may retain the amount, date, sender or reference information and reconciliation record reasonably necessary to confirm and account for a payment, but does not need the Client's online-banking password or authentication codes.

4. HOW WE USE INFORMATION

We use information to respond to inquiries; recommend and scope services; prepare and administer Service Schedules, SOWs and other client paperwork; send documents for electronic signature; verify payments; create and manage client projects; provide, support and improve contracted services; communicate status and required actions; maintain security and audit records; meet legal, tax and accounting obligations; and resolve disputes or incidents. We limit use to purposes that a reasonable person would consider appropriate in the circumstances.

5. AUTOMATED WORKFLOWS AND AI-ASSISTED ADMINISTRATION

Redeem Digital uses automation to reduce routine administration. Information may be processed by workflow, email, document-generation, AI-assisted administrative and service-delivery tools to route requests, prepare documents, send reminders, update status records, support fulfilment and identify exceptions that need human attention. Automation does not change a signed client agreement or approve a custom price without the required Redeem Digital approval. Client Materials are not intentionally used by Redeem Digital to train or improve a general-purpose AI model unless the Client separately gives an express opt-in where such an option is offered.

6. CONSENT AND CLIENT COMMUNICATIONS

We obtain consent where required and may rely on other lawful authority where permitted. Information submitted through an inquiry form may be used to respond to that inquiry and administer the resulting business relationship. Agreeing to be contacted about a request does not by itself subscribe a person to unrelated promotional email. Promotional electronic messages will be managed in accordance with applicable Canadian anti-spam requirements, including consent, identification and unsubscribe requirements where they apply.

For Client-operated community platforms, the Client determines and communicates the purposes, information fields and permitted public or restricted audiences and is responsible for required notices and permissions before information is supplied or displayed. Membership or ministry affiliations may reveal sensitive information and require appropriate consent and safeguards. A Client's contract signature does not substitute for an individual's required consent. Material changes in purpose or visibility must be assessed and communicated, and additional consent obtained where required. Redeem Digital remains responsible for its own handling obligations.

7. SERVICE PROVIDERS AND CROSS-BORDER PROCESSING

Redeem Digital may use service providers for hosting, email, workflow automation, electronic signatures, analytics or security, AI-enabled functions, file storage and other contracted technology. Providers may process information outside Nova Scotia or Canada and information may therefore be subject to the laws of another jurisdiction. Redeem Digital remains accountable for personal information under its control and uses contractual, technical and organizational measures appropriate to the nature of the service and information.

8. DOCUSIGN AND ELECTRONIC RECORDS

Client agreements may be delivered and signed through DocuSign or another electronic-signature provider selected by Redeem Digital. We retain the executed agreement and reasonable signature evidence, which may include signer identity information, dates and times, transaction or envelope identifiers and the provider-generated certificate or audit trail.

9. CLIENT DATA AND SENSITIVE INFORMATION

Clients should provide only information reasonably necessary for the selected service. Sensitive information such as children's information, counselling or prayer information, health information, donor or financial records, private member information or credentials should not be submitted through general intake forms unless the service and secure handling method expressly require and approve it. Where a service requires sensitive Client Data, the applicable Order or data schedule will identify additional handling requirements.

Community Hall information is processed to provide the authorized profile, directory, listing, access and content-management functions. Shared hosting or inclusion in Digital Ministry Suite does not by itself authorize using that information for another component, public disclosure, AI indexing or model training. Any additional use must be expressly scoped and have the required authority, notices, consents and safeguards. The applicable Client notice should explain who can view the information and how to request correction, removal or withdrawal of consent.

10. SAFEGUARDS

We use administrative, technical and organizational safeguards appropriate to the sensitivity of information, including access limitation, reasonable authentication and secure-transfer practices, service-provider controls, logging and incident-response procedures. No internet-connected system can be guaranteed absolutely secure.

11. RETENTION AND DELETION

We retain personal information only as long as reasonably necessary for the purposes for which it was collected and for legitimate legal, tax, accounting, security, dispute and contract-record requirements. Client Data handled under an active Service is also subject to the retention, handoff and deletion provisions of the applicable client agreement. Protected backup copies may remain until normal backup rotation removes them.

12. ACCESS AND CORRECTION

Subject to applicable law, an individual may request access to personal information Redeem Digital holds about them and may request correction of inaccurate or incomplete information. We may need to verify identity before responding and may refuse or limit access where the law permits or requires.

For a Client-operated directory or community, requests may be directed to the Client's designated privacy or community contact or to Redeem Digital at start@redeemdigital.ca. We will coordinate with the Client where appropriate, verify authority before disclosing information and provide assistance required by applicable law and the client agreement. Removal from a live profile is subject to applicable retention duties and protected backup rotation as explained above.

13. PRIVACY INCIDENTS

Redeem Digital maintains procedures for assessing and responding to privacy and security incidents. Where an incident creates notification or reporting obligations under applicable law or a client agreement, Redeem Digital will take the required steps and maintain required breach records.

14. THIRD-PARTY SITES AND CLIENT SYSTEMS

Our website or delivered services may link to or integrate third-party sites and services. Their privacy practices are governed by their own policies. Where Redeem Digital configures a third-party provider for a Client, the client agreement will identify responsibilities where material.

Profiles or listings expressly configured as public may be viewed, copied or indexed by others. Restricted access limits the intended audience but cannot prevent every disclosure by an authorized viewer. Member-business links may lead to independent sites with their own privacy practices. The Client's community notice supplements this Policy for the Client's own purposes and choices; neither a listing nor a link makes Redeem Digital responsible for the independent provider's privacy practices.

15. CHILDREN

redeemdigital.ca is a business and organizational services site and is not intended to solicit personal information directly from children. Services designed for a Client's congregation or community may involve different audiences; any material processing of children's personal information must be expressly scoped and handled with appropriate safeguards.

16. CHANGES TO THIS POLICY

We may update this Privacy Policy to reflect changes in our services, providers, practices or legal requirements. The effective date at the top identifies the current published version. Material changes will be communicated where required.