



1875362 Ontario Inc, Tikatel Telecommunication,

6064A Yonge street,, North York, ON, Canada M2M 3W6

Toll Free: +1 855 388 8008

Toronto: +1 416 347 1010, +1 416 879 9090, +1 647 933 0011

Vancouver: +1 778 832 1006

Los Angeles: +1 310 464 0110

Fax: +1 416 800 2099

WWW.TIKATEL.CA

Privacy Policy for SMS Consent

TikaTel Communications, 1875362 Ontario Inc, is committed to protecting the privacy, confidentiality, and security of personal information entrusted to us. This Privacy Policy outlines how we collect, use, disclose, and safeguard personal information in connection with our telecommunications services and website.

1. Information We Collect

We collect only the information reasonably necessary to provide and support our services. This may include:

- Full name and contact details, including email address and telephone number
- Service usage and interaction data
- Customer service communications and correspondence

Where SMS communications are enabled, we also collect:

- Mobile phone number
- Records of SMS consent, including opt-in method, date and time, and associated technical metadata

2. Purpose of Use

We use personal information solely for legitimate business and operational purposes, including:

- Providing, managing, and maintaining our services
- Sending service-related communications such as account updates, billing notifications, and technical alerts



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- Responding to customer inquiries and support requests
- Ensuring system integrity, security, and fraud prevention

We do not use personal information for marketing or promotional purposes without explicit consent.

3. SMS Communications and Consent

By providing a mobile number and opting in, you expressly consent to receive SMS communications from TikaTel related to your account and services.

These communications may include:

- Account notifications
- Billing updates
- Service alerts
- Customer support responses

The following conditions apply:

- Message frequency may vary depending on service activity
- Standard message and data rates may apply in accordance with your mobile carrier plan
- Consent to receive SMS messages is not a condition of purchase

For opt-in , you can initiate by a message by Hello, START.

For opt-out, you may withdraw consent at any time by replying **STOP, END, CANCEL, or UNSUBSCRIBE** to any message. Following opt-out, a final confirmation message may be sent.

For assistance, reply **HELP, ASSISTANCE**, to any message or contact our support team at customerservice@tikatel.ca or +1 416 347 1010.



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4. Disclosure of Information

TikaTel does not sell, rent, or share personal information, including mobile numbers and SMS consent data, with third parties for marketing or promotional purposes.

We may disclose information only where necessary to:

- Comply with applicable laws, regulations, or legal processes
- Protect the rights, property, and safety of TikaTel, our customers, or others
- Support essential business operations through trusted service providers who are bound by confidentiality obligations

5. Data Retention

Personal information is retained only for as long as necessary to fulfill the purposes outlined in this Policy, including service delivery, legal and regulatory compliance, and maintenance of required records such as SMS consent documentation.

6. Data Security

We implement appropriate administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, disclosure, alteration, or destruction.

7. Individual Rights

Subject to applicable laws, you may have the right to:



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- Request access to your personal information
- Request correction of inaccurate or incomplete information
- Withdraw consent to communications, including SMS messaging

Requests may be submitted using the contact information below.

8. Contact Information

For any questions, concerns, or requests regarding this Privacy Policy or the handling of personal information, please contact:

TikaTel Communications Inc.

6064A Yonge Street

North York, ON, Canada M2M 3W6

Email: customerservice@tikatel.ca

Phone: +1 416 347 1010

Toll-Free: +1 855 388 8008

Website: <https://tikatel.ca/>

For complaints or escalation, you may also visit:

<https://tikatel.ca/ccts/>

9. Policy Updates



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We may update this Privacy Policy from time to time to reflect changes in legal, regulatory, or operational requirements. The updated version will be published on our website with a revised effective date.

10. Acknowledgment

By using our services or providing personal information, you acknowledge that you have read, understood, and agree to the terms of this Privacy Policy.

11. SMS Consent Record

TikaTel maintains records of SMS consent, including the method of opt-in, timestamp, and technical details, for compliance and audit purposes.