Elk Valley Services Hub Privacy Policy

Last Updated: September 30, 2026

Elk Valley Services Hub ("we," "us," or "our"), operated by Ravenshadow Creations, is designed to connect local communities with service providers. This Privacy Policy explains how we collect, use, disclose, and safeguard your information across our regional platform, whether you are a guest submitting a request or a business listing your services.

Our privacy practices comply with British Columbia's *Personal Information Protection Act* (PIPA).

1. Information We Collect

We collect information from two distinct user groups to ensure the seamless connection of service seekers and providers in the Elk Valley region (including Sparwood, Fernie, Elkford, and surrounding areas).

A. For Guests (Service Seekers)

When you fill out a request form on our platform, we collect the personal information necessary to process your request and connect you with local businesses. This may include:

- **Contact Information:** Name, email address, and phone number.

B. For Businesses (Service Providers)

When your business is registered in our database, we collect information to display your services and facilitate connections. This may include:

- **Business Profile Data:** Business name, physical address, service areas within the Elk Valley, phone number, email address, website URL, and descriptions of services offered.
- **Verification Information:** Professional licenses, certifications, or business registration details where required.

2. How We Use Your Information

We use the information we collect for specific operational purposes:

- **To Facilitate Connections:** We use automated workflows to instantly route your service requests to the appropriate local businesses within the region so they can evaluate and respond.
- **To Maintain the Directory:** We display public business information to help guests find local service providers across the region.
- **Communication:** To send automated updates, transactional emails, confirmations, or customer service notices regarding your account or requests.

3. How We Share Your Information

We respect your privacy and do not sell your personal information. We only share information under the following conditions:

- **Between Guests and Businesses:** Guest request details are shared with selected businesses to fulfill service requests. Conversely, business contact information is made available to guests.
- **Service Providers:** We share data with trusted third-party vendors—such as web application platforms, workflow automation software, and email routing services—who perform essential technical operations on our behalf. These providers are contractually obligated to offer a comparable level of protection for personal information.
- **Legal Obligations:** We may disclose information if required to do so by law, court order, or government regulation.

4. Data Storage, Retention, and Security

- **Data Security:** We implement standard commercial security measures to protect your personal information from unauthorized access, loss, or alteration.
- **Retention:** We retain personal information only as long as necessary to fulfill the purposes outlined in this policy or to comply with operational and legal obligations.
- **Breach Policy:** In the event of a security incident or data breach involving personal information, we maintain a policy of transparency and will notify affected individuals in accordance with applicable British Columbia privacy standards.

5. Your Privacy Rights

As a user of our platform in British Columbia, you have the right to:

- **Access and Rectify:** Request a copy of the personal or business information we hold about you and ask for corrections if it is inaccurate or outdated.
- **Deletion:** Request that we delete your personal information or remove your business listing from our database.
- **Withdraw Consent:** Withdraw your consent to our processing of your data at any time upon giving reasonable written notice, which may limit your ability to use the platform.

6. Contact Us

If you have questions, concerns, or requests regarding this Privacy Policy or your data, or if you need to reach our designated Privacy Officer, please contact:

David

Privacy Officer, Ravenshadow Creations

Email: david@ravenshadowcreations.ca