

Privacy Policy

LAST UPDATED OCTOBER 26, 2026

We're a small family business. We only ask for what we need to plan, quote and build your project, and we treat it with care.

What we collect

- **Contact details:** your name, phone number, email and project address.
- **Project details:** measurements, drawings, photos you send us, and notes from our conversations.
- **Billing records:** quotes, invoices and payments.
- **Website visits:** Google Analytics records general information, like which pages were viewed, your device and browser, and your rough location (city level). It uses cookies. It doesn't tell us who you are.

How we use it

- To answer your questions and prepare a quote.
- To design, build and install your project.
- To book site visits, measuring and installs.
- To keep accounting and tax records.
- To help with warranty or service questions later on.
- To see which pages of our website are useful, so we can improve it.

We don't sell or rent your information, and we don't send newsletters or marketing emails.

Who we share it with

Only when it's needed for your project:

- **The partners who help build it:** our finishing partner and countertop fabricator. They get what they need for their part, such as sizes, finishes, or your address for countertop templating.
- **Your designer or builder,** if you're working with one.
- **Our accountant,** for bookkeeping and taxes.
- **Google,** which processes website visit data for Google Analytics.

We never give out a past client's name or contact details. If someone would like to speak with a past client, we ask that client first.

Photos of your project

We're proud of our work and like to share it. We only post photos of your project on our website or social media with your permission, and we never include your name or street address.

Contact forms

Messages sent through our website forms are emailed to our office and read by our office team.

How long we keep it

- **Emails and quotes:** we keep them on file, so if you come back to us later (even years later) we can pick up where we left off. Just ask and we'll delete yours.
- **Accounting records:** six years, as the Canada Revenue Agency requires.
- **Project records:** kept so we can help with warranty, repairs or future work in your home.

How we protect it

Our computers, email and website are password protected, and only the people who need your information can see it.

Your choices

- Ask what information we have about you, and ask us to correct it.
- Ask us to delete it, unless we have to keep it by law (like tax records).
- Change your mind about project photos. We'll take them down from our website and social media.
- Block or clear cookies in your browser settings.

Questions or concerns

Paul Violo is responsible for privacy at Fox Custom Woodworks. Call 519-833-9168, Monday to Friday, 9 am to 5 pm, or email paul@foxcustomwoodworks.ca.

If we can't sort it out together, you can contact the Office of the Privacy Commissioner of Canada (priv.gc.ca).

Changes to this policy

If we change how we handle your information, we'll update this page and the date at the top.