

# Canadian data privacy FAQ



## Personal Information Protection and Electronic Documents Act (PIPEDA)

## Personal Information Protection Act (British Columbia) (PIPA)

The Personal Information Protection and Electronic Documents Act (PIPEDA) is a Canadian federal privacy protection law that applies to private-sector organizations and regulates the ways of processing personal information in the course of commercial activities.

The Personal Information Protection Act (PIPA) is British Columbia's privacy protection law that applies to data processed by private-sector organizations within the province.

Acronis appreciates that you trust us when you provide us with your information. Protection of information is our top priority because we want to maintain your trust.

We design our products and services with data

protection in mind. Acronis works hard to keep information secure, and we regularly monitor and update our security practices to help better protect your privacy. Acronis has also developed policies and procedures for fulfilling these obligations.

Here you can find answers to privacy questions related to PIPEDA and PIPA. And for additional information, please check <https://www.priv.gc.ca/en> and <https://www.oipc.bc.ca/>

For more information about Acronis' compliance status and privacy policies and procedures, please check the [Acronis Privacy Statement](#), [Acronis Trust Center](#).

**Accountability:** Acronis has a data protection officer who is accountable for protecting your privacy rights. You can contact the Acronis DPO team at [data-protection-office@acronis.com](mailto:data-protection-office@acronis.com)

**Security:** We take precautions intended to help protect the personal data we collect and store for ourselves and our customers. We also expect that you also will use appropriate security measures to protect your information. For more information on what security measures Acronis applies, please check: <https://www.acronis.com/en-us/security/cloud/data-processing-terms/>

## ? What are my rights under PIPA and PIPEDA?

**Right to know what data Acronis will collect and use and right to know purposes for which your data is collected:** When you use our services, we collect the personal data that you give us. The categories of data we collect are described in the Acronis Privacy Statement along with identified purposes and the basis for the collection.

**Right to know to whom your information is disclosed:** Acronis may share personal data collected through our services with our affiliates, vendors, service providers and resellers, as part of a corporate transaction, when required by law, or for other lawful disclosures.

⚠ Please note that Acronis may use subprocessors for providing our services. The list of Acronis subprocessors is available at: <https://www.acronis.com/compliance/subprocessors/>

**Right to withdraw consent:** You may withdraw consent to the collection, use or disclosure of personal information about you at any time by contacting Acronis **Data Protection Office team** or by navigating through the particular settings menu.

⚠ Please note that we may reject your request if withdrawing the consent would frustrate the performance of a legal obligation.

**Right to access to personal information:** You may request the following information:

1. Your personal information under Acronis control and the source of the information.
2. How Acronis used and uses your personal information.
3. The names of the individuals and organizations to whom the personal information has been disclosed by Acronis.

**You may also request to have access to this information.**

⚠ Please note that we may reject your request for legal, security or other reasons that will be communicated to you.

**Right to request correction of personal information:** You may request Acronis to correct an error or omission in

your personal information which is under our control.

For more information related to content of a request and possible retention terms, please see the [Acronis Privacy Statement](#).

⚠ Please note that you may be required to provide additional details to enable us to locate personal information and determine how it has been used or disclosed.

## ? How can I opt out?

If you do not wish to receive marketing-related emails from us, please click the unsubscribe link in one of our marketing emails, or:

- **For corporate users:**

<https://promo.acronis.com/UnsubscribePage.html>

- **For home users:**

<https://www.acronis.com/en-us/my/subscriptions/>

You may withdraw consent to the collection, use or disclosure of personal information about you at any time by contacting Acronis **Data Protection Office team** or by navigating through the particular settings menu.

⚠ Please be aware that we may reject your request if withdrawing the consent would frustrate the performance of a legal obligation.

## ? How can I exercise my rights?

Please contact Acronis **Data Protection Office team**.

Expect a response within 30 days after submitting the request.

⚠ **Note:** Occasionally, this period may need to be extended; we will let you know if such an extension is needed to fulfill your request.

## ? What if I receive a refusal?

We may reject your request in certain cases and will provide you with our response. If you want to review whether the rejection is lawful, please contact Acronis **Data Protection Office team** with the subject "Request refusal review."

If you are subject to PIPEDA, you have a right to [lodge a complaint](#) with the Office of the Privacy Commissioner of Canada.

If you are subject to PIPA, you have a right to [lodge a complaint](#) with the Office of the Information and Privacy Commissioner of B.C.


## How to file a complaint

If you have any concerns and / or believe that your rights

have been violated, please contact Acronis **Data Protection Office team** with the subject “Data subject rights review.” We will do our best to accommodate your requests.

If you are subject to PIPEDA, you have a right to [lodge a complaint](#) with the Office of the Privacy Commissioner of Canada.

If you are subject to PIPA, you have a right to [lodge a complaint](#) with the Office of the Information and Privacy Commissioner of B.C.

 **This material and any other related documentation on compliance produced by Acronis does not offer legal advice. Customers are solely responsible for evaluating and fulfilling their own legal and compliance obligations.**