

# Privacy Policy

**NaviSleep Respiratory Solutions Inc.**

Effective date: June 10, 2026

## Who we are

NaviSleep Respiratory Solutions Inc. ("NaviSleep", "we", "us") is a respiratory and sleep diagnostics company based in New Brunswick, Canada. This policy explains how we collect, use, and protect personal information through our website, navisleep.com, and related online services.

## Information we collect

**Information you provide.** When you contact us, request information, book a service, or sign up for our email list, we collect the information you choose to share, such as your name, email address, phone number, and the content of your message.

**Website chat.** Our website includes a chat assistant. Conversations may be processed by third-party technology providers to generate responses. Please do not share detailed personal health information through the chat. For clinical questions, contact us directly.

**Automatically collected information.** Like most websites, we may collect basic technical information such as browser type, device type, pages visited, and approximate location, used to operate and improve the site.

## Health information

Clinical services, including home sleep testing and respiratory assessments, involve personal health information that is collected and managed separately from this website, under the consent and intake processes provided at the time of service. Health information is handled in accordance with the Personal Health Information Privacy and Access Act (New Brunswick) and applicable federal law. This website is not intended to collect health records.

## How we use information

We use the information we collect to:

- Respond to inquiries and provide our services
- Send emails you have signed up for, such as newsletters or course information (you can unsubscribe at any time)
- Process bookings, invoices, and payments
- Operate, maintain, and improve our website and services

- Meet legal, regulatory, and accreditation requirements

We do not sell or rent personal information.

## **Service providers**

We use trusted third-party providers to operate parts of our business, such as email marketing, online course delivery, scheduling, accounting, payment processing, and website hosting. These providers process information on our behalf under their own terms and privacy policies, and only as needed to provide their services to us.

## **Data retention and security**

We keep personal information only as long as needed for the purposes described above or as required by law. We use reasonable administrative and technical safeguards to protect information, including secure authentication and access limited to authorized personnel.

## **Your rights**

You may request access to or correction of your personal information, or withdraw consent to communications, by contacting us. NaviSleep complies with the Personal Information Protection and Electronic Documents Act (PIPEDA) and applicable provincial privacy legislation.

## **Changes to this policy**

We may update this policy from time to time. The effective date above reflects the most recent revision.

## **Contact**

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