

PRIVACY POLICY

Armagh POS Solutions

Armagh Cash Register Limited

180 Dundurn Street South, Hamilton, Ontario, Canada L8P 4K3

Last Updated: May 4, 2026

1. Introduction

Armagh POS Solutions ("we", "us", or "our") operates as Armagh Cash Register Limited, a company providing point-of-sale (POS) systems, cash registers, scales, inventory management solutions, and related services to retail, grocery, restaurant, and hospitality businesses. We are committed to protecting your privacy and handling your personal information responsibly in accordance with the **Personal Information Protection and Electronic Documents Act (PIPEDA)** and other applicable Canadian privacy laws.

This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website (<https://armaghpos.com>), purchase our products or services, contact us for support, or otherwise interact with us. By using our services or providing us with your personal information, you consent to the practices described in this Policy.

2. Information We Collect

We collect personal information that is necessary for the purposes of providing our POS solutions and related services. The types of personal information we may collect include:

- **Contact Information:** Name, business name, job title, email address, phone number, mailing address, and other contact details when you request a quote, make a purchase, sign up for services, or contact our support team.
- **Transaction and Account Information:** Details about your purchases, service agreements, payment history, and account preferences.
- **Technical and Usage Data:** IP address, device type, browser type, operating system, pages visited on our website, time spent on pages, and other diagnostic data. If you use our software or online portals, we may collect usage statistics to improve performance and provide support.
- **Payment Information:** We collect payment details necessary to process transactions. However, full credit card numbers and sensitive payment data are processed and stored securely by PCI DSS-compliant third-party payment processors. We do not store complete payment card information on our systems.
- **Other Information:** Information you provide voluntarily, such as feedback, survey responses, or details shared during support interactions. We may also receive information from third parties (e.g., business partners or public sources) to the extent permitted by law.

3. How We Collect Your Information

We collect personal information directly from you when you:

- Submit forms on our website or contact us by phone, email, or in person
- Purchase products or services from us
- Request technical support or service
- Participate in promotions, surveys, or events

We also collect information automatically through cookies, web beacons, and similar technologies when you visit our website (see Section 7 for more details).

4. How We Use Your Information

We use your personal information only for purposes that are reasonable and appropriate in the circumstances, and with your consent where required by PIPEDA. Our purposes include:

- **Providing and Delivering Services:** To process orders, deliver and install POS systems, provide ongoing support, maintenance, and software updates.
- **Customer Communication:** To respond to your inquiries, provide quotes, send invoices, service reminders, and important notices about your account or our services.
- **Improving Our Products and Services:** To analyze usage patterns, troubleshoot issues, develop new features, and enhance the performance and security of our POS solutions.
- **Marketing and Promotions:** To send you information about new products, special offers, or industry updates, but only where you have consented or as permitted by law. You may opt out at any time.
- **Legal and Security Purposes:** To comply with legal obligations, enforce our agreements, protect our rights and property, prevent fraud, and ensure the security of our systems and customers.
- **Business Operations:** For internal record-keeping, accounting, auditing, and quality assurance purposes.

5. How We Share Your Information

We do not sell your personal information. We may share your personal information in the following limited circumstances:

- **Service Providers and Partners:** With trusted third parties who assist us in operating our business, such as payment processors (PCI DSS compliant), shipping carriers, IT hosting providers, software licensors, and professional advisors (accountants, lawyers). These parties are contractually obligated to protect your information and use it only for the purposes we specify.
- **Legal Requirements:** When required by law, court order, or government authority, or to protect our rights, safety, or property.
- **Business Transactions:** In connection with a merger, acquisition, reorganization, or sale of assets, your information may be transferred as part of the transaction, subject to appropriate confidentiality protections.
- **With Your Consent:** We may share information when you have given us explicit consent to do so.

6. Data Retention

We retain your personal information only for as long as necessary to fulfill the purposes for which it was collected, to comply with our legal obligations (such as tax and accounting record retention requirements, typically 6–7 years), to resolve disputes, and to enforce our agreements. When information is no longer required, we will securely delete or anonymize it in accordance with our data retention practices.

7. Data Security

We implement reasonable administrative, technical, and physical safeguards designed to protect your personal information from loss, theft, unauthorized access, disclosure, copying, use, or modification. These measures include secure servers, encryption where appropriate, access controls, and regular security assessments. While we strive to use commercially acceptable means to protect your information, no method of transmission over the Internet or electronic storage is 100% secure. We encourage you to use strong passwords and protect your account credentials.

8. Cookies and Tracking Technologies

Our website uses cookies and similar tracking technologies (such as web beacons or pixels) to enhance your browsing experience, analyze website traffic, and remember your preferences. Cookies are small text files stored on your device.

We use the following types of cookies:

- **Essential Cookies:** Necessary for the website to function properly (e.g., session management, security).
- **Analytics Cookies:** Help us understand how visitors use our site (e.g., Google Analytics) so we can improve content and performance.
- **Preference Cookies:** Remember choices you make (e.g., language or region settings).

You can manage or disable cookies through your browser settings. Note that disabling certain cookies may affect the functionality of our website. For more information, please refer to our Cookie Policy or contact us.

9. Your Rights Under PIPEDA

Under PIPEDA, you have the following rights regarding your personal information:

- **Access:** You may request access to the personal information we hold about you.
- **Correction:** You may request that we correct any inaccurate or incomplete personal information we hold about you.
- **Withdrawal of Consent:** You may withdraw your consent to our collection, use, or disclosure of your personal information at any time, subject to legal or contractual restrictions. Withdrawal may affect our ability to provide certain services.
- **Complaints:** You may file a complaint with our Privacy Officer if you believe your privacy rights have been violated. You also have the right to complain to the Office of the Privacy Commissioner of Canada (OPC).

To exercise any of these rights, please contact our Privacy Officer using the details in Section 11. We will respond to your request within a reasonable time and in accordance with PIPEDA requirements. We may require verification of your identity before processing certain requests.

10. Links to Third-Party Websites

Our website may contain links to third-party websites or services that are not operated by us. These third parties have their own privacy policies, and we have no control over and assume no responsibility for their content, privacy practices, or policies. We encourage you to review the privacy policy of every site you visit.

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, legal requirements, or service offerings. When we make material changes, we will notify you by posting the updated Policy on our website with a new "Last Updated" date and, where appropriate, by email or prominent notice. We encourage you to review this Policy periodically. Your continued use of our services after any changes constitutes your acceptance of the revised Policy.

12. Contact Us

If you have any questions, concerns, or requests regarding this Privacy Policy or our handling of your personal information, or if you wish to exercise your rights under PIPEDA, please contact our Privacy Officer:

Privacy Officer

Armagh Cash Register Limited o/a Armagh POS Solutions

180 Dundurn Street South

Hamilton, Ontario, Canada L8P 4K3

Toll-Free: 1-888-528-5903

Local: 905-528-5903