

# PREPARED FOR DUTY Privacy Statement – Employers/Clients

## 1. About This Privacy Statement

At Prepared for Duty Recruitment Service Inc. (“Prepared for Duty” or “PFD”, “Our”, “We”, “Us”), We are committed to protecting your privacy. This Privacy Statement explains how We collect, use, store, and disclose your personal information when you interact with Our website or engage Our services.

## 2. Definitions:

**Competency Gauge:** the proprietary testing and assessment tools offered by Us to evaluate knowledge, skills, traits, and/or behaviours relevant to a role.

**Hiring Employer:** the organization that has engaged PREPARED FOR DUTY to assist with recruitment, and that may receive a candidate’s personal information for recruitment and selection purposes.

**Personal Information:** any information about an identifiable individual, including but not limited to your name, contact details, employment history, qualifications, test results, and any other information collected in connection with recruitment, testing, or service delivery.

**Recruitment Documentation:** all records created or received during the recruitment process, including application materials, interview notes, reference check outcomes, background screening results, and decisions made regarding a candidate’s participation and suitability.

**Third-Party Service Provider:** any external organization engaged by Prepared for Duty to perform services on our behalf. Examples include, but are not limited to, testing and assessment vendors, applicant tracking system providers, background screening companies, payment processors, cloud storage hosts, web hosting providers, IT support, and professional advisors.

## 3. Contact Information

How to contact us for more information, to submit an inquiry, to submit a request for your data, to withdraw your data, or to file a complaint:

Website: Complete the [contact form on our website](#)

Email: [hello@preparedforduty.ca](mailto:hello@preparedforduty.ca)

Phone: 780-266-8911

#### 4. Consent

By using Our website and services, you consent to the collection, use, and disclosure of your personal information as described in this Privacy Statement. This consent includes the sharing of your personal information with hiring employers for recruitment purposes. If you do not agree with the terms as outlined within this statement, please do not submit any personal information to Us.

#### 5. What Data Is Collected.

Prepared for Duty may collect, retain, and process personal information from you used in the course of providing Our services. This information includes:

- **Personal Details provided through your application for recruitment or testing services:** Your full name, phone number, contact details, address, education, professional qualifications, employment history, skills, and relevant experience.
- **Profiling Data:** Information generated by applicant tracking systems to assess suitability for positions.
- **Assessment and Testing data:** Results from Competency Gauge testing and any behavioural assessments you participate in.
- **Correspondence:** Emails, SMS messaging, phone, fax, in-person meetings and video transcripts with you.
- **Recruitment Documentation:** All records created or received while using our services. Recruitment documentation may also be shared with hiring employers for the purposes described in **Section 7 - Who Can Access Your Data.**
- **Video and Audio Recordings:** Recordings, transcripts and notes retained from any of Our services you participate in.

- **Website usage:** Information about how you use our website, such as referral sources, pages visited, time spent, location, device information, and interaction data (see **Section 12 – Your Rights Regarding Your Personal Information**).
- **Information from other sources:** Data obtained from publicly available professional profiles (e.g., LinkedIn), referrals, references, hiring organizations, or third-party service providers involved in recruitment or testing.

## 6. How Your Data Is Used

The information you provide through this website and through correspondence with Prepared for Duty will be used for the following purposes:

### Recruitment and assessment

- Reviewing and evaluating your application materials and qualifications.
- Conducting interviews, reference checks, and background screenings where required.
- Assessing Competency Gauge and other test results.
- Creating and maintaining recruitment documentation, including notes, summaries, and decisions related to your application.
- Sharing relevant application, assessment, and screening information with hiring employers for recruitment and selection purposes (see **Section 5 - What Data Is Collected**).

### Service delivery

- Providing coaching services.
- Responding to your inquiries and requests.
- Maintaining communication with you throughout the recruitment or testing process.

### Operations and improvement

- Analyzing aggregate data to improve our services and website functionality.
- Using cookies, analytics, and other tracking technologies to understand and enhance user experience (see **Section 13 - Cookies and Other Tracking Technologies**).
- Working with third parties who perform services on our behalf, such as IT support, testing providers, and professional advisors.

### Legal and compliance

- Complying with applicable laws, regulations, and legal processes.

- Cooperating with law enforcement or regulatory authorities where required.
- Fulfilling contractual obligations to you or to hiring employers.

**Promotional materials and newsletters** (*optional – with consent*)

- Sending you promotional materials, newsletters, or other information about our services, events, or resources you have opted in to receive. You may unsubscribe at any time (see **Section 9 - Access to Credit Card and Payment Information**).

## 7. Who Can Access Your Data

Prepared for Duty (“PREPARED FOR DUTY”) shares your personal information only with those who require it for legitimate business, recruitment, or compliance purposes, as described below:

- **PREPARED FOR DUTY employees** – Staff involved in reviewing your application, test results, and other information related to the services provided to you. Employees may also access candidate log-in information in order to reinstate your access to services or resolve technical issues and system errors.
- **Hiring employers** – Employers may be provided with your resume, application materials, Competency Gauge or other test results, interview notes, reference check outcomes, background screening results, employment history, and other information relevant to assessing your suitability for a role. This information is shared solely for recruitment and selection purposes and is handled by hiring employers in accordance with their own privacy policies.
- **Third-party service providers** – Organizations engaged to perform services on our behalf, such as applicant tracking system providers, testing and assessment administrators, background screening companies, cloud storage providers, IT support, and professional advisors. These providers have access to personal information only as necessary to perform their services and are bound by confidentiality and data protection agreements with PREPARED FOR DUTY.
- **Regulatory or law enforcement authorities** – Where required by law, court order, or legal process, or where we believe in good faith that disclosure is necessary to comply with applicable laws or to protect our legal rights.

Hiring employers and third-party service providers are required to sign agreements with PREPARED FOR DUTY to keep your information private and handle it in accordance with applicable privacy laws.

### Note on Third-Party Data

Some of your personal information may be stored or processed by third parties such as

hiring employers, testing vendors, or background screening providers. These organizations are responsible for their own privacy practices. Requests to access, correct, or delete information held by third parties must be made directly to those organizations, in accordance with their respective privacy policies. (see **Section 13 - Access to Credit Card and Payment Information**).

## **8. Where Your Data Is Held**

The following data is held within Prepared for Duty's (PREPARED FOR DUTY) Microsoft OneDrive for Business cloud storage in accordance with this Privacy Statement and related regulations and laws:

- job application and resume,
- applications for Competency Gauge testing,
- offer letters,
- notes related to interviews, reference checks and coaching sessions,
- video recordings and transcripts of interviews, meetings, or coaching sessions.

Email correspondence with Prepared for Duty is stored within our secure Microsoft Outlook environment.

Data related to the recruitment and testing process is also held separately with the Hiring organization according to their data privacy and storage policies.

Data collected and processed by third-party service providers — such as testing and assessment vendors, payment processors, recruitment software providers, and web hosting companies — is stored within their respective systems and is subject to their privacy policies.

Some data may be stored outside Canada, depending on the systems and service providers used. Where this occurs, PREPARED FOR DUTY takes steps to ensure that appropriate privacy protections are in place, as described in **Section 11 - Your Rights Regarding Your Personal Information**.

## **9. How long your data is held (retention)**

Prepared for Duty (“PREPARED FOR DUTY”) retains your personal information for only as long as necessary to fulfill the purposes described in this Privacy Statement, or as required by law. Unless a longer period is required for legal, regulatory, or dispute resolution purposes, we retain:

- **Application and interview data** – applications, resumes, cover letters, interview notes, and related correspondence: **1 year from the end of the recruitment process.**
- **Coaching records** – notes, materials, and related correspondence: **1 year from the date of the final coaching session.**
- **Assessment and testing data** – Competency Gauge results and any behavioural, traits, or skills-based assessment results, including related correspondence: **1 year from the date of collection.**
- **Video and audio recordings** – recordings, transcripts, and notes of interviews, meetings, or coaching sessions: **3 months from the date of recording.**

Some information may be retained longer where necessary to comply with applicable laws, respond to legal claims, or for other legitimate business purposes. Once the retention period expires, data is securely deleted or destroyed.

## 10. Safeguarding your data (security)

Prepared for Duty (“PREPARED FOR DUTY”) takes reasonable physical, technical, and administrative measures to protect your personal information from unauthorized access, use, disclosure, alteration, or destruction. These measures include password-protected systems, role-based access controls, secure cloud storage, and regular review of our security practices.

While we take these precautions, no method of transmitting or storing data online is completely secure. Any information you choose to submit electronically is provided at your own discretion and risk.

PREPARED FOR DUTY has implemented procedures to detect, investigate, and respond to suspected data security breaches. If a breach occurs that poses a real risk of significant harm, we will notify you and the appropriate regulatory authorities in accordance with applicable privacy laws.

## 11. Your Rights Regarding Your Personal Information

Subject to applicable privacy laws, you have the following rights in relation to the personal information we hold about you:

- **Access your information** – You may request a copy of the personal information we hold about you by contacting us using the details in **Section 2: Contact Information.**

- **Correct your information** – You may request that we correct or update any personal information that is inaccurate or incomplete.
- **Delete your information** – You may request that we delete personal information we hold about you, subject to any legal or contractual obligations to retain certain data.
- **Cancel your profile** – You may request removal from our mailing list, applicant tracking systems, and testing systems by contacting us using the details in **Section 2: Contact Information**.

We will respond to all verified requests within the timeframes required by law.

### **Limitations On Access**

Your right to access or request changes to your personal information is subject to certain limitations under applicable privacy laws. We may decline a request where, for example:

- The information is connected to legal proceedings involving you.
- The information is subject to dispute resolution or investigation.
- Providing access would adversely affect the privacy rights of another person.
- The request is clearly unfounded, repetitive, or would involve disproportionate cost or effort.

If we deny your request, we will provide you with a written explanation of the reasons for the decision, as required by law.

### **Data Held By Third Parties:**

Some of your personal information may be collected, stored, or processed by third-party service providers, such as hiring employers, testing and assessment vendors, background screening companies, payment processors, applicant tracking system providers, and web hosting services.

These organizations are responsible for their own privacy practices, and their collection, use, and storage of your personal information are governed by their respective privacy policies. PREPARED FOR DUTY does not control, and is not responsible for, how these organizations handle your personal information once it has been shared with them.

If you wish to access, correct, or delete personal information held by a third party, you must make your request directly to that organization, in accordance with their privacy policy. Links to the privacy policies of certain third-party service providers used by PREPARED FOR DUTY are provided in this Privacy Statement

Invoicing and payment records are managed through QuickBooks (Intuit), which stores data on secure servers hosted on Amazon Web Services (AWS) in accordance with Intuit's privacy policy. See Intuit Global Privacy Statement.

## 12. Cookies and Other Tracking Technologies

Prepared for Duty (“PREPARED FOR DUTY”) uses first-party and third-party cookies and other tracking technologies to help manage and improve our website and services. These tools enable us to recognize you, remember your preferences, and understand how you interact with our content.

### Types of cookies and tracking tools we use include:

- **Essential cookies** – Required for the website to function properly, including security features such as Google reCAPTCHA.
- **Analytics cookies** – Used to analyze website traffic and user behaviour so we can improve our services. We use Google Analytics 4 (GA4) for this purpose.
- **Email tracking** – We may track whether you open links in emails we send, to help us understand engagement and improve communications.

**Data collected may include:** IP address, browser type, device information, approximate geographic location, pages visited, time spent on site, and interaction data (such as clicks or downloads).

### Third-party providers:

- [Google Privacy Policy](#) – For Google reCAPTCHA and Google Analytics.
- Microsoft Privacy Statement – For services used to host and deliver our website content.

You can manage or disable cookies through your browser settings. You can also opt out of Google Analytics tracking by using the Google Analytics Opt-Out Browser Add-on.

## 13. Access to Credit Card and Payment Information

Prepared for Duty (“PREPARED FOR DUTY”) does not collect, store, or have access to your full credit card number, security code, or online banking credentials.

All payments are processed securely through third-party payment processors or financial institutions. Payment methods may include PayPal, credit card transactions, e-Transfers, or other payment options available through QuickBooks (Intuit) invoicing.

Invoicing is managed through QuickBooks, which may store limited payment-related details necessary for invoice creation and record-keeping (such as payer name, contact information, invoice number, payment amount, and payment status). QuickBooks does not store your full credit card number or security code when payments are processed through integrated payment processors.

Your payment information is handled in accordance with the applicable third party’s or financial institution’s privacy policy and security practices. For example:

- PayPal Privacy Policy

- Intuit Global Privacy Statement

Any questions or disputes regarding a payment, including chargebacks, transaction errors, or e-Transfer issues, should be directed to the relevant payment processor or financial institution. PREPARED FOR DUTY will cooperate with the payment processor, QuickBooks, or your financial institution, as applicable, to help resolve any issues.

## **14. External Links and Third-Party Content**

Our website may contain links to external websites or third-party content, such as embedded videos, forms, or social media feeds. This Privacy Statement does not apply to the data collection, use, or privacy practices of those third parties, and Prepared for Duty (“PREPARED FOR DUTY”) assumes no responsibility for such practices.

When you click on a link or interact with third-party content, you may be providing information directly to that third party. We encourage you to review the privacy policies of any linked websites or services before providing personal information or engaging with their content.

## **15. Changes To This Privacy Statement**

Prepared for Duty (“PREPARED FOR DUTY”) may update this Privacy Statement from time to time to reflect changes to our practices, services, or legal requirements. Any updates will be posted on the PREPARED FOR DUTY website, and the “Latest update” date at the bottom of this statement will be revised accordingly.

If we make a material change - such as introducing a new purpose for using your personal information, significantly changing how we collect or share data, or adding new categories of personal information - we will provide notice of the change:

- On our website, so it is visible to all visitors.
- By email, where feasible, to candidates or clients whose personal information is already held by PREPARED FOR DUTY.

You will have the option at that time to decide if you are comfortable with the new use of your personal information, and to withdraw consent where applicable.

## **16. Ask a Question or Submit a Complaint**

If you have questions, comments, or complaints about this Privacy Statement, our privacy practices, or our response to a request for access or correction, please contact us using

the information provided in **Section 2: Contact Information**. Prepared for Duty will make best efforts to respond to your inquiries and to resolve complaints in a timely and fair manner.

If you are not satisfied with our response, you may contact the Office of the Information and Privacy Commissioner of Alberta:

- Website: <https://oipc.ab.ca>
- Phone: 780-422-6860 (within Alberta)
- Toll-free: 1-888-878-4044 (outside Edmonton)