



Client Confidentiality Policy

17122659 Canada Inc. Operating as **Modern Web Solutions**

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MWS

1. Introduction

We understand the importance of protecting our clients' information. As part of our services, we may have access to sensitive business data, login credentials, and other confidential details. This policy outlines how we handle and protect that information.

2. Our Commitment

- All client information provided to us is treated as strictly confidential.
- We will never share, sell, or disclose client information to third parties without written consent, except when required by law.
- Access to confidential information within our business is limited to authorized personnel who need it to perform their duties.

3. Handling of Credentials and Data

- Login credentials (such as hosting, DNS, website CMS, or Google Business accounts) are stored securely and only used for the purposes of delivering contracted services.

- Credentials are never shared through insecure methods. We encourage the use of password managers or encrypted communication channels where possible.
- Client files, backups, and project-related materials are stored in secure environments and are deleted when they are no longer needed.

4. Client Responsibilities

- Clients are responsible for providing accurate, up-to-date information and may revoke access at any time.
- We recommend clients update their passwords periodically and after completion of major projects.

5. Exceptions

Confidential information may only be disclosed if required to:

- Comply with legal obligations.
- Protect against fraud, security threats, or unauthorised access.

6. Ongoing Commitment

We regularly review our practices to ensure that client confidentiality is maintained at the highest level. If you have any questions about how we protect your information, please contact us at (admin@modernwebsolutions.org).