

Privacy Statement

PLEASE READ THIS PRIVACY STATEMENT CAREFULLY BEFORE USING THIS WEBSITE.

Last updated: January 30, 2026

About us and scope

The Hartford Steam Boiler Inspection and Insurance Company and its affiliates and subsidiaries, including but not limited to Meshify ("HSB", "we", "us", or "our"), are committed to protecting the privacy of your Personal Information. This Privacy Statement describes how we collect, use, disclose and process your Personal Information collected through this Site and by other related means (for example, through e-mail, phone calls and other communications) related to our products and services described on this Site (the "Services"), use the Services described on this Site, download related mobile applications regarding the Services described on this Site, and any other offline activities and programs concerning the Services described on this Site where individuals are directed to this Privacy Statement. If you are viewing this Privacy Statement on this Site, or use any of Services that reference or link to this Privacy Statement, please also review our Legal Terms of Use, which may apply to your use of this Site and Services described on this Site. By using this Site and Services described on this Site, you acknowledge that you have read, understand and accept this Privacy Statement and the Terms of Use (as applicable).

Depending upon your relationship with us, you may receive other privacy notices from us providing additional detail about our privacy practices. Those websites and services are governed by the privacy policies that appear on those sites and applications. Please visit [**HSB | Hartford Steam Boiler IIC**](#) for information about our policies and practices concerning collection, use, disclosure, and processing of your Personal Information collected through that website and regarding other products and services we offer.

Personal Information We Collect

We collect information that identifies, describes, relates to or is reasonably capable of being associated with you ("Personal Information") on this Site and in the course of providing our Services. The types of Personal Information that we collect vary depending on your relationship with us. For example, we collect and use different Personal Information according to whether you are an insured policyholder, a claimant, a customer to whom we provide inspection services, a user of or participant in one of our technology programs, or a visitor of one of our Site(s). When you provide Personal Information to us about other individuals (for example, where you are a customer to whom we provide services and you provide us with Personal Information about your employees or your own customers), we will collect, use and disclose such Personal Information in accordance with this Privacy Statement. You must be authorized by the individual(s) to provide us with their Personal Information and it is your responsibility to refer such individuals to this Privacy Statement before providing us with Personal Information on their behalf.

We collect and use Personal Information to fulfill our intended business purposes. Personal Information does not include publicly available information or deidentified or aggregated information.

We may collect Personal Information directly from you and from other sources on our Site and to provide our Services. The Personal Information collected may include:

- **Individual Identifiers and Contact Information (which may include Family Members)** such as full name, address, email address, telephone number, job title, company name, passwords on our systems, and relationship to the policyholder, insured, or claimant.
- **Government-Issued Identification Numbers** such as social security or national insurance number, driver's license number or other government-issued identification numbers.
- **Account Information** such as your email, phone number, username and password if you create an account with us.
- **Policy or Claims Information** such as information and materials you provide to us in connection with your policy or as part of a claim, and other information you choose to provide to us.
- **Financial Information and Account Details** such as payment card number, bank account number or other financial account number and account details, billing address and other related information.
- **Contents of Communications** you choose to provide to us such as your emails, messages, and information you provide through online web forms.
- **Telephone Recordings** with our representatives and call centers for quality assurance and training purposes.
- **Photographs and Video Recordings** in connection with our insurance or business activities, including claims adjudication, disputes, or for other relevant purposes as permitted by law.
- **Marketing preferences, customer feedback, online forms and survey responses** such as information about the types of Services you use, your marketing and communication preferences, voluntary survey responses, account preferences, and any other information you choose to provide.
- **Commercial Information** about the products, services or coverage you purchase.
- **Information We May Collect Automatically** if you provide prior affirmative consent to us, such as IP address, unique device ID, device type, network and browsing history, interaction with our Site and Services, and geolocation information.
- **Information Necessary to Provide our Services** such as data collected by sensors and sensor-related equipment, device and equipment information, environmental data, and related metadata.
- **Supplementary Information from Other Sources** such as publicly available information from social media services, information from commercially available sources and information from our affiliates, business partners and vendors such as agents, brokers, administrators, adjusters and other representatives. Examples include information about your insurance coverage or claim information.

Business and Commercial Purposes for Which Personal Information is Collected and Used

The categories of Personal Information described above are collected and may be used and disclosed for the following business or commercial purposes:

- to provide you with, renew or modify products and services;
- to provide you with the information and documents you request and for other customer service purposes;
- to process claims and other legal actions;
- to provide you with information about our websites, mobile applications, or online services that link to this online Privacy Statement or required notices;
- to carry out our obligations and enforce our rights arising from any contracts entered into between you and us, including for billing, collections and payments;
- to deliver marketing communications or promotional materials that may be of interest to you and to assist us in determining relevant advertising;
- for advertising and marketing purposes, as well as underwriting and claims assessment and actuarial purposes, we may share your information with analytics service providers;
- to improve, enhance, and maintain the quality of services we provide and the usefulness of our websites, mobile applications, online services, devices, equipment, and other products and services;
- to customize your experience and to analyze use of our websites, mobile applications, online services, devices, equipment, and other products and services;
- to anonymize and aggregate data and reports to assess, develop and improve our products and services and for other analytics and research purposes;
- to comply with applicable laws;
- to respond to law enforcement requests, court orders or regulations, subpoenas, search warrants, other legal processes, or to perform other reporting obligations, as required by applicable law;
- to perform research, testing and product development and demonstrations;
- to prevent and detect fraudulent, malicious, deceptive, infringements of our policies and contracts and other potential misuse of or illegal activity relating to our products, services and assets;
- to carry out actuarial analysis and develop our actuarial and pricing models;
- to assist our affiliates in their everyday business purposes;
- to provide training or organize events;
- to investigate privacy, security or employment-related incidents;
- to refer you to our third-party partners as part of a referral program;
- to conduct financial, tax and accounting audits, and audits and assessments of our business operations or security and financial controls;
- to plan, engage in due diligence for, and implement commercial transactions;
- for employment-related purposes including but not limited to recruiting, hiring, onboarding, performance reviews and staffing decisions; human resource management services; administration of employee benefits, compensation and expenses; maintenance of contact information; conducting healthcare-related services; and provide alerts and notices;
- to evaluate or conduct a merger, acquisition, restructuring, reorganization, divestiture, dissolution or other sale or transfer of some or all of our assets as a going concern or as part of bankruptcy, liquidation or similar proceeding;
- to secure our offices, premises and physical assets, including through the use of electronic access systems; and
- as described to you when collecting your Personal Information or as otherwise permitted under applicable law.

We or our third party service providers may use various tools, including new and emerging technologies and artificial intelligence (AI) to provide products or services to you, which may involve the use of your Personal Information from the sources described in this Privacy Statement. We may use such tools in connection with our Services to facilitate and service our business and enhance performance and user experience on our websites and applications. The type of tools we use varies based on your relationship with us and by Service.

We will not collect additional categories of Personal Information or use the Personal Information collected for materially different, unrelated, or incompatible purposes without providing you notice.

Disclosure of Your Personal Information

We may disclose your Personal Information as permitted by applicable law, and with your consent where required, as follows:

- to vendors and service providers to perform services on our behalf and other services related to our business such as processing claims, policy servicing and customer support, communication services, advertising and marketing, website services and analytics, research, and tax, legal and accounting services.
- to subsidiaries, affiliates, agents, brokers in performance of our Services and to business partners to offer products and services.
- to advertising and marketing partners to send you information about our Services.
- for commercial transactions such as acquisitions, mergers, asset sales or transfers, bankruptcy or reorganization.
- to address legal matters such as compliance with law or a subpoena, a judicial proceeding, court order, government, regulator or law enforcement requests, or other legal process.
- to prevent fraud, respond to suspected or actual illegal activity, respond to or investigate an audit, complaint or security threat, violations of this Privacy Statement, our Legal Terms and Conditions, or any other agreement you enter into with us, and to protect and defend our and others' legal rights, safety and security.
- we may disclose deidentified or aggregate information for commercial and legitimate business purposes. We will maintain and use deidentified information without attempting to reidentify it other than as permitted by law.
- we may disclose Personal Information in other ways not already described with prior notification to you and, if needed, we will obtain your consent.

Transmitting your Personal Information

Please be aware that Personal Information collected through this Site and through providing the Services may be transferred to, stored in, or processed in the United States, Canada, or Europe, where our servers are located and our database is operated, or where our affiliates' or third-party service providers' servers or databases are located. We only share your Personal Information in order to fulfill the business and commercial purposes for which you provide it to us (which are listed above).

Security

We have implemented physical, administrative, and technical safeguards designed to protect your Personal Information from loss and unauthorized access, disclosure, use, alteration and destruction. However, despite the measures we take, we cannot guarantee data security.

Use of Cookies, Data Collection Technologies, Data Analytics Advertising and Your Choices

Cookies and Online Data Collection Technologies. Cookies are pieces of information stored on your device through your web browser. Some cookies allow us to recognize your device and to collect information such as internet browser type, time spent on this Site, pages visited and other activity and usage data (“Statistical / Range Measurement cookies”). We may use other online data collection technologies such as pixel tags, web beacons and clear GIFs embedded within this Site to collect information about your use of this Site and in HTML-formatted email messages to track when emails are viewed and forwarded and email response rates. We may also use the information for security purposes, to facilitate navigation, support security and performance of this Site, and to manage content or personalize your experience while using this Site.

Data Analytics. We only use a Statistical / Range Measurement cookie or other online data collection technology, and collect information that is not traceable to your IP address or linked to your other Personal Information, to perform statistical analyses of use of this Site.

Advertising. We do not use cookies or other online data collection technology (collectively, “Marketing cookies”) for advertising purposes regarding our products and services on this Site.

Your Choices. By default, the Statistics / Range Measurement cookie on this Site is enabled. To learn more, please click on the [Cookie Settings](#) link at the bottom of this Site where you will find instructions, an explanation of how we use a Statistics / Range Measurement cookie, and you can change the default setting for the cookie if you wish to disable it. If you have disabled the Statistics / Range Measurement cookie, you can use the [Cookie Settings](#) link to at any time to enable the cookie again.

You can opt out of receiving email marketing communications from us by using the “unsubscribe” link in any marketing email we send you. If you opt out of receiving marketing messages, we may still send you non-marketing communications regarding the services we provide to you.

Do Not Track

We do not respond to web browser “Do-Not-Track” signals at this time.

Childrens' Privacy

Our Site and Services are not directed to, and we do not intend to or knowingly collect Personal Information from children under the age of sixteen (16). If we learn that we have collected any Personal Information from a child under the age of 16 without verifiable parental consent, we will delete that information from our files as quickly as possible. If you believe that we may have collected information from a child under 16, please contact us using the contact information provided below.

External Links

Our Site and the Services may include links to websites that are operated by organizations we do not own or control. We are not responsible for the content or privacy practices of linked websites or their collection or use of your information. If you leave our Site via such a link, you should review those other websites' privacy policies, terms of use, and other notices before providing your information to learn how they will handle any information they collect from you.

Online Forums and Other Interactive Features

We may offer online forums or other interactive features in connection with our Services that enable you to share information about the Services or other issues of interest. Any communications you submit or post to any such forums or interactive features may be viewable by other participants or users. Please note that any information you post or disclose in such forums or interactive features including Personal Information will become public information, and may be available to visitors who access those forums or interactive features and to the general public. You acknowledge and agree you have no expectation of privacy or confidentiality in the content you submit.

Changes to Our Privacy Statement

We may, from time to time, make changes to or modify this Privacy Statement. The most recent version is always available on this Site. If we make changes to this Privacy Statement, we will provide the date it was Last Updated at the top of this page and post it on our Site and make it available through our Services. To the extent permitted by law, any changes or modifications will be effective immediately upon posting. Your continued access to and use of this Site and Services after this Privacy Statement has been modified constitutes your acceptance of the revised Statement. We recommend that visitors to this site revisit this Privacy Statement periodically to learn of new privacy practices and changes to our Statement.

How to Contact Us

If you have any questions or comments about this Privacy Statement or other privacy-related inquiries, please contact us at:

The Hartford Steam Boiler Inspection and Insurance Company
Attn: Corporate Communications

One State Street
Hartford, CT 06102-5024
Email: customer_solution_center@hsb.com
Telephone: 1-800-472-1866

ADDITIONAL PRIVACY STATEMENT FOR CALIFORNIA RESIDENTS

This section supplements our Privacy Statement and provides specific information for residents of California ("consumers" in this section), and is intended to satisfy the California Consumer Privacy Act of 2018, as amended by the California Privacy Rights Act of 2020 and regulations thereto (collectively, referred to as "CCPA"). The CCPA requires that we provide certain information to California consumers about how we handle your Personal Information that we have collected, whether online or offline. Under the CCPA, "Personal Information" is any information that identifies, relates to, describes, is reasonably capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular California resident or household, including the categories of Personal Information identified below to the extent they identify, relate to, describe, are reasonably capable of being associated with, or could be reasonably linked, directly or indirectly, with a particular consumer or household.

Please view the section above in our Privacy Statement describing our use of cookies.

This section of our Privacy Statement applies to policies and practices concerning collection, use, disclosure, and processing of Personal Information of California residents collected through this Site and other applications that link to this Privacy Statement owned or controlled by, or affiliated with Meshify, HSB and/or its parent company, Munich Re and other offline activities, programs, and services where individuals are directed to this Privacy Statement. This Privacy Statement explains our policies and practices concerning collection, use, disclosure, and processing of your Personal Information collected through this Site and by other related means (for example, through e-mail, phone calls and other communications) concerning the products and services (the "Services") described on this Site. It does not apply to any third party websites or applications that you may access via the Services, which are governed by the privacy policies and terms of use that appear on those sites and applications.

If you are a California resident and would like to exercise your rights under the CCPA, please:

- Click [here](#) and complete the form; OR
- Contact us at this toll-free telephone number: 1-844-960-3128 and when prompted, input PIN number 306104

Our CCPA Notice at Collection is found [below](#).

When We Are Acting as a Service Provider

In some circumstances, we act as a service provider under the CCPA and collect and use Personal Information on behalf of another unaffiliated company. Where your Personal Information is processed by us when acting as a service provider, the other company's privacy policy will apply, and requests to exercise CCPA rights should be submitted directly to that company. In other circumstances, we act as a service provider for one of our own affiliated companies, and in that situation this section of the Statement will apply. If you make a request to exercise CCPA rights to us where we are acting as a service provider under the CCPA, we may be required to disclose your request to the company for which we are acting as a service provider.

Personal Information Not Covered by the CCPA

For purposes of this Additional Privacy Statement for California Residents, the following Personal Information is not covered by the CCPA or this statement:

- Publicly information lawfully made available from government records.
- De-identified or aggregated consumer information.
- Information excluded from the CCPA's scope, like:
 - Health or medical information covered by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the California Confidentiality of Medical Information Act (CMIA) or clinical trial data;
 - Personal information covered by certain sector-specific privacy laws, including the Fair Credit Reporting Act (FRCA), the Gramm-Leach-Bliley Act (GLBA) or California Financial Information Privacy Act (FIPA), and the Driver's Privacy Protection Act of 1994.

California Notice At-Collection

Categories of Personal Information Collected, Disclosed, Sources and Whether Sold or Shared

The type of information we collect from you depends on how you interact with us. The following identifies the categories of Personal Information we may collect about you (and may have collected in the prior 12 months). Our collection, use and disclosure of Personal Information about you will vary depending upon the circumstances and nature of our interactions or relationship with you. Depending on how you use this Site and Services, we may collect the following categories of Personal Information:

- **Identifiers**, such as real name, alias, job title, address, unique personal identifier, online identifier, internet protocol (IP) address, device IDs, ad IDs, cookie data, email address, date of birth, policy number, salary information, social security number, driver's license number, other government identifiers, credit card number, and tax ID.
- **Customer or Claimant Records**, such as paper or electronic customer or claimant records containing Personal Information, as well as information provided by an insurance broker/agent or reinsurer for underwriting purposes and information included in a list of claims, such as name, signature, physical characteristics or description, address, telephone number,

education, current employment, employment history, social security number, passport number, driver's license or state identification card number, insurance policy number, bank account number, payment card number, gender, height, weight, medical information (including reports and medical bills), health insurance information, details about home address, security and travel plan arrangements, records of personal property, products or services purchased or obtained.

- **Financial Information**, such as your bank account number, credit card number, debit card number, or any other financial information.
- **Characteristics of Protected Classifications under California or Federal Law**, such as age (40 years or older), race, ancestry, national origin, citizenship, religion or creed, marital status, pregnancy, medical condition, physical or mental disability, sex, sexual orientation, and veteran or military status.
- **Internet or Network Activity Information**, such as Internet or other electronic network activity information, including, but not limited to, browsing history, search history, information regarding a consumer's interaction with internet websites, applications or advertisements.
- **Biometric Information**, such as individual physiological, biological or behavioral characteristics including measurements of physical characteristics and sleep, health, or exercise data that contain identifying information.
- **Education Information**, such as education records directly related to a student maintained by an educational institution or party acting on its behalf, such as grades, transcripts, class lists, student schedules, student identification codes and student disciplinary records.
- **Geolocation Data**, such as physical location or movements.
- **Audio, Video and Other Electronic Data**, such as audio information including call recordings, video and photographs, recorded meetings and webinars, and CCTV footage to secure our offices and premises.
- **Professional or Employment-Related Information**, such as employment history, qualifications, licensing, performance evaluations and disciplinary record.
- **Inferences and Preferences**, such as inferences drawn from any of the information described in this section about a consumer including inferences reflecting the consumer's preferences, characteristics, behavior and abilities.
- **Sensitive Personal Information**, such as social security number, driver's license number, racial or ethnic origin, citizenship or immigration status, religious or philosophical beliefs, precise geolocation, medical condition, and physical or mental disability.

We collect Personal Information from the following categories of sources and their representatives: our prospective and actual policyholders; other insured persons; corporate policyholders and companies we reinsurance; reinsurance intermediaries of the companies we reinsurance; claimants; others with information about the risk that we are insuring or reinsurance or about a claim; prospective and actual agents; our policyholders' agents; brokers; prospective and actual business partners, vendors, contractors and service providers; our affiliates; third party administrators; adjusters; investigators; third party data providers; consumers who access our internet websites, internet forms and applications; consumers who utilize our technology products and services; and from consumers in connection with research and outreach.

We may disclose for a business or commercial purpose each of the categories of Personal Information described above to the following categories of parties: vendors and service providers, agents, brokers,

regulators, auditors, counsel, consultants, reinsurers, retrocessionnaires, advisors, representatives, our affiliates and subsidiaries, other website users, business partners, advertising networks, banks, operating systems or platforms, law enforcement, government entities and courts.

For more information about the business and commercial purposes for which we may collect or disclose such information, please review the “Business and Commercial Purposes for which Personal Information is Collected and Used” section in our general [Privacy Statement](#).

Retention of Personal Information

We retain the Personal Information we collect only as reasonably necessary for the purposes described in this Statement or otherwise disclosed to you at the time of collection. We will retain certain Personal Information for as long as it is necessary pursuant to our records retention guidelines. Our records retention guidelines are based on our legal or business needs including but not limited to the following criteria: legal and regulatory obligations and requirements; contractual requirements owed to third parties; operational, fiscal, administrative or historical value to business operations; the duration of our business relationship with you, your employer or another related entity; the possibility of future complaints; whether the record is part of an insurance or reinsurance transaction or claim file; audits; investigations or litigation or the likelihood of these; the possibility of future insurance or reinsurance claim activity; whether the documentation is needed for processing of financial records; statutes of limitations; health and safety requirements; tax requirements; personnel requirements; corporate governance requirements; and record-keeping requirements.

Deidentification of Personal Information

We may deidentify Personal Information and use it for our internal purposes. We commit to maintaining and using this information in deidentified form and will not attempt to reidentify the information, except to determine whether our deidentification process satisfies the CCPA.

Your Rights and Choices Regarding Your Personal Information

This section describes the specific rights California consumers have regarding their Personal Information under the CCPA, subject to certain exceptions, and how to exercise those rights:

Right to Know: You have the right to request from us, up to two (2) times per year and, subject to certain exemptions, the Personal Information we have collected about you in the prior twelve (12) months including:

- the categories of Personal Information;
- the categories of sources from which we collect the Personal Information;
- our business or commercial purpose for collecting, selling, or sharing the Personal Information;
- the categories of third parties to whom we have disclosed the Personal Information; and
- the specific pieces of Personal Information we have collected about you.

Right to Delete. You have the right to request deletion of Personal Information we have collected from you under certain circumstances, subject to certain exceptions.

Right to Correct. You have the right to request correction of inaccurate Personal Information we maintain about you, subject to certain limitations.

Right to Opt-Out of Sale or Sharing of Personal Information: If a business “sells” or “shares” Personal Information as those terms are defined under the CCPA, you have the right to opt-out of the sale or sharing of your Personal Information. As explained below, we do not and will not sell or share your Personal Information.

We do not “sell” your Personal Information under the CCPA because we do not disclose Personal Information to a third party for monetary or other valuable consideration. We only use Statistical / Range Measurement cookies and collect information that is not traceable to your IP address or linked to your other Personal Information, to perform statistical analyses of use of this Site.

We do not use online identifiers on this Site such as cookie data for cross-contextual behavioral advertising purposes regarding our products and services and, as such, we do not engage in “sharing” under the CCPA.

Please review the “Use of Cookies, Data Collection Technologies, Data Analytics, Advertising and Your Choices” section in our general [Privacy Statement](#) or the [Cookie Settings](#) link at the bottom of our website to learn more and to exercise your choices.

Right to Limit Use and Disclosure of Sensitive Personal Information. We do not use or disclose sensitive Personal Information other than for limited purposes permitted under the CCPA and, as such, are not required to offer consumers a right to limit its use.

Right to Non-Discrimination. We will not discriminate against you for exercising any of your privacy rights under the CCPA.

Incentives

The CCPA imposes requirements on any financial incentives offered to California consumers related to their Personal Information. Businesses may offer different prices, rates, or quality of goods or services if the difference is reasonably related to the value of the consumer’s data.

How to Exercise Your Rights

If you are a California resident and would like to exercise your rights under the CCPA, please:

- Click [here](#) and complete the form; OR
- Contact us at this toll-free telephone number: 1-844-960-3128 and when prompted, input PIN number 306104

Authorized Agent. You may designate an authorized agent to submit requests and act on your behalf. Authorized agents are required to provide proof of their authorization and we may also require

that you verify your identity and the authority of your authorized agent. Businesses operating as an authorized agent on behalf of a California resident must provide: a certificate of good standing with its state of organization; and a written authorization document, signed by the California resident, containing the resident's name, address, telephone number, and valid email address, and expressly authorizing the business to act on behalf of the California resident.

We reserve the right to reject authorized agents who have not fulfilled the above requirements, or automated CCPA requests if we have reason to believe the security of the requestor's Personal Information may be at risk.

Identity Verification. We will validate your identity and the identity of anyone making a request on your behalf relating to your Personal Information. The information we request to verify your identity may vary depending on the type of request and your relationship with us. Where feasible, we will match the identifying information you provide to the Personal Information we already maintain about you. We may in some instances request additional Personal Information from you which we will use only to verify your identity and will delete as soon as practical after responding to your request, except if we need to retain it to comply with CCPA recordkeeping requirements. If we are unable to verify your identity after a good faith attempt, we may deny your request and we will explain the reason for the denial.

We will respond to your request within the period of time required under law and will notify you if it is reasonably necessary for us to extend our response time.

ADDITIONAL PRIVACY STATEMENT FOR CANADIAN RESIDENTS

Consent to the Processing of Personal Information

We process your Personal Information with your consent or as permitted or required by law. How we obtain your consent, including whether it is express or implied, will depend on the circumstances and the sensitivity of the Personal Information in question. Generally, we will seek your consent at the time we collect your Personal Information, either orally, electronically, or in writing.

If you wish to withdraw your consent to our processing of your Personal Information, please contact us using the contact information below. We will accommodate your request to withdraw consent, subject to legal or contractual restrictions. Withdrawal of your consent may mean that we will no longer be able to provide you with our Services.

International Transfer and Storage of Personal Information

We may transfer your Personal Information outside of Canada to fulfil the purpose for which we collected it, including for processing and storage by our service providers. While your Personal Information is outside of Canada, it is subject to the laws of the country in which it is located, which may have different privacy laws than Canada. Those laws may require disclosure of your Personal Information to authorities in that country. For more information about our policies and practices

regarding Personal Information that is processed outside of Canada, please contact us. If we transfer your Personal Information to a vendor or service provider, we require that they maintain the confidentiality of your Personal Information and keep it secure. We also require that our vendors and service providers comply with applicable laws and only use your Personal Information for the limited purposes for which it is provided.

Retention of Personal Information

We will retain your Personal Information for as long as necessary to fulfill the purposes for which we collected it, and as permitted or required by law.

Your Privacy Rights

We expect you to supply us with updates to your Personal Information, when required. We will not routinely update your Personal Information unless such a process is necessary. You may make a request to review the Personal Information about you that we hold, and we will provide you with any such Personal Information to the extent required by applicable laws. You may also challenge the accuracy or completeness of your Personal Information in our records. If you demonstrate that your Personal Information in our records is inaccurate or incomplete, we will amend or delete your Personal Information as required.

We may require that you provide sufficient identification to fulfill your request to access or correct your Personal Information. Any such identifying information will be used only for this purpose. We will not charge you any fees to access your Personal Information in our records without first providing you with an estimate of the approximate fees, if any. If you object to how we handle your request, you may have the right to make a complaint to the Privacy Commissioner of Canada or the applicable provincial privacy commissioner. If we are processing your Personal Information on behalf of our customer, we may refer your access or correction request to that customer.

Contacting the HSB Canada Privacy Officer

All comments, questions, concerns, or requests regarding your Personal Information or our privacy practices should be forwarded to our Privacy Officer as follows:

The Privacy Officer
The Boiler Inspection & Insurance Company of Canada
390 Bay Street, Suite 2000
Toronto, Ontario
M5H 2Y2
Attention: Privacy Officer
E-mail: privacy_support@hsb.ca

Please include your name, address and if applicable, your policy number.