

Privacy Policy

Last Updated: November 26, 2025

Double H Creative Inc.

We respect your privacy and take your data seriously. This policy explains what we collect, how we use it, and how we protect it when you visit our website or work with us on a project. Our practices follow Canadian privacy laws, including PIPEDA.

1. Information We Collect

We collect two types of information:

Information you choose to share with us

This includes your name, email address, phone number, company details, and anything you submit through our contact form or send to us directly by email or file transfer.

Information collected automatically

When you visit our website, we may collect non-identifying information such as your browser type, IP address, device type, and general usage data.

We use:

- Google Analytics to understand how visitors use our site
- Embedded Vimeo videos, which may collect viewing data according to Vimeo's policies

We do not knowingly collect personal information from minors and our services are not intended for individuals under 18.

2. How We Use Your Information

We use the information we collect to:

- Respond to inquiries and communicate with you
- Provide, manage, and improve our services
- Deliver completed project files and communicate updates
- Maintain website functionality and understand site performance

We do not use your information for automated decision-making or profiling.

3. How We Store and Protect Client Files

Most project files, including raw footage and final videos, are stored on local and external hard drives. Completed projects may also be stored or shared through Google Drive and Vimeo.

Access is limited to core Double H Creative staff. Contractors do not have independent access to client files unless access is explicitly granted for a specific project.

We use password protection, limited-access folders, and reasonable security safeguards to protect your information. No storage method is completely secure, but we take appropriate steps to reduce risk.

4. How Long We Keep Information

We may retain project files and raw footage indefinitely unless a client requests deletion.

If you want your files removed, contact us and we will permanently delete them from our active storage systems.

5. Sharing Your Information

We do not sell or rent your personal information.

We may share information with trusted service providers who help us operate our website or deliver project files. These providers include:

- Google (analytics and file storage)
- Vimeo (video hosting and delivery)

These providers only receive the information needed to perform their services and must handle it securely.

6. Cookies and Tracking Technologies

Our website may use cookies to support functionality and analytics.

You can control or disable cookies through your browser settings, although it may affect how the site performs.

7. Links to Other Websites

Our site may include links to external websites (such as Vimeo). We are not responsible for their privacy practices. We recommend reviewing their policies before sharing any personal information.

8. Your Rights

You have the right to:

- Request access to your personal information
- Correct inaccurate information
- Withdraw consent or request deletion of your information
- Ask how your data is used or shared

To make a request, contact us at the email below.

9. Changes to This Policy

We may update this Privacy Policy from time to time. When we make changes, we will update the “Last Updated” date at the top of this page. We encourage you to review the policy periodically.

10. Contact Us

If you have questions or want to make a privacy request, reach out:

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