

MATAN & CO

Hospitality Staffing | Toronto, Ontario
www.matanco.com | info@matanco.com | +1 (647) 523-0593

PRIVACY POLICY

Effective Date: March 1, 2026 | Last Updated: March 1, 2026

Matan & Co ("we," "us," or "our") is a hospitality staffing company based in Toronto, Ontario, serving clients across the Greater Toronto Area. We are committed to protecting the privacy of our clients, event partners, staff applicants, and website visitors.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information through our website at www.matanco.com, including our Contact (booking inquiry) form, our Careers (staff application) form, and our newsletter subscription. We operate in compliance with Canada's Anti-Spam Legislation (CASL) and the Personal Information Protection and Electronic Documents Act (PIPEDA).

"By submitting personal information through our website, you consent to the collection, use, and disclosure of your information as described in this Privacy Policy."

1. Information We Collect

We collect personal information through three distinct touchpoints on our website. We only collect what is necessary to deliver our services or process your application.

a) Booking Inquiry Form (matanco.com/contact)

When a client or event planner submits a staffing inquiry, we collect:

- Full name and company name
- Email address and phone number
- Event date, start time, and expected end time
- Event type (Corporate Event, Wedding Reception, Private Dinner, Gala or Formal Event, Film & On-Set Hospitality, or Other)
- Staffing requirements by category: Service Staffing (Lead Server Supervisor, Event Server, Fine Dining Server), Culinary Staffing (Head Chef, Assistant Chef, Prep Chef), Bar & Beverage Staffing (Lead Bartender, Event Bartender, Cocktail Bartender), and Support Staffing (Dishwasher, Receptionist, Event Support Staff)
- A free-text message describing event and staffing requirements

b) Staff Application Form (matanco.com/career)

When an individual applies to join our team, we collect:

- Full name, email address, phone number, and city or region
- Role of interest (Culinary Staff, Service Staff, Bar & Beverage Staff, or Support Staff)
- Years of professional experience

- Availability (Weekdays, Evenings, Weekends, Short Notice 24-48 hours, All of the Above, or Other)
- Certification status: Food Handlers and Smart Serve
- Willingness to travel outside of city
- Driver's licence status
- A free-text message describing professional background and environments worked in

c) Newsletter Subscription

When a visitor subscribes to our newsletter via the footer of any page on matanco.com, we collect their email address only. Subscription is entirely voluntary and requires express consent, in compliance with CASL.

d) Automatically Collected Information

Our website may automatically collect standard technical data including IP address, browser type, pages visited, time on site, and referring URLs. "This information is used for website analytics and performance monitoring and is not used to directly identify individuals."

2. How We Use Your Information

Booking Inquiry Data is used to:

- Respond to staffing inquiries and provide event quotations
- Coordinate and confirm staffing arrangements for your event
- Communicate event logistics and scheduling details
- Maintain records for accounting and operational purposes

Staff Application Data is used to:

- Review and assess applicants for hospitality staffing roles
- Match candidates to events based on role, availability, certification, and experience
- Contact selected candidates directly regarding placement opportunities
- Maintain an active roster of qualified hospitality professionals

Newsletter Subscription Data is used to:

- Send updates on staffing availability, industry insights, and company news
- Only after express consent has been given at the point of subscription

We do not use any personal information for automated profiling, third-party advertising, or any purpose beyond what is stated above.

3. Email Communications & CASL Compliance

Matan & Co complies fully with Canada's Anti-Spam Legislation (CASL). We will only send commercial electronic messages (CEMs) to individuals who have provided:

- Express consent: You have opted in via our newsletter subscription form or have provided written agreement to receive communications.
- Implied consent: You have an existing business relationship with us as a current or recent client or staffing partner.

Every email communication from Matan & Co will clearly identify us as the sender, include our contact information, and provide a simple, functional unsubscribe link. You may withdraw consent at any time by clicking Unsubscribe in any email or by contacting us at info@matanandco.com.

Submitting a booking inquiry or staff application form does not constitute consent to receive marketing communications. Transactional communications related to your inquiry or application are not subject to CASL opt-in requirements.

4. Sharing of Personal Information

Matan & Co does not sell, rent, or trade personal information to any third party. Information may be shared only in the following limited circumstances:

- Event Clients: "Staff names and roles may be shared with the client or venue coordinator to facilitate event-day logistics. Only information necessary to facilitate the staffing engagement is disclosed."
 - Service Providers: "We may use trusted third-party platforms to operate our website (Webflow) and manage form submissions and email communications. These providers are bound by confidentiality obligations and are not permitted to use your data for any other purpose. These providers may store or process data on secure servers located outside of Canada."
 - Legal Obligations: Where required by applicable law, court order, or a request from a governmental or regulatory authority.
 - Business Transfers: In the event of a merger, acquisition, or sale of business assets, personal information held by Matan & Co may be transferred to the acquiring party. Affected individuals will be notified prior to any such transfer.
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5. Data Retention

We retain personal information only as long as necessary for the purpose it was collected or as required by law.

- Client booking and event records: Retained for a minimum of 7 years in accordance with Canadian accounting and tax requirements.
- Staff application data: Retained for up to 2 years from the date of submission for candidates not placed. Active roster members are retained for the duration of their engagement with Matan & Co.
- Newsletter subscribers: Retained until consent is withdrawn via unsubscribe.
- Website analytics data: Aggregated and anonymized; not linked to individuals.

Upon written request, we will securely delete or anonymize personal data that is no longer required, subject to legal retention obligations.

6. Data Security

Matan & Co implements reasonable administrative, technical, and physical safeguards to protect personal information against unauthorized access, disclosure, alteration, or destruction. Our website is hosted on Webflow, which employs industry-standard SSL encryption on all pages and form submissions.

No method of electronic transmission is entirely secure. In the event of a data breach that poses a real risk of significant harm to affected individuals, we will notify those individuals and the Office of the Privacy Commissioner of Canada as required under PIPEDA.

7. Your Privacy Rights

Under PIPEDA, you have the right to:

- Access the personal information Matan & Co holds about you
- Request correction of any information that is inaccurate or incomplete
- Withdraw consent to the collection or use of your information, subject to legal or contractual obligations
- Request deletion of your data where it is no longer required for the purpose collected
- File a complaint with the Office of the Privacy Commissioner of Canada (www.priv.gc.ca) if you believe your privacy rights have been violated

All requests will be acknowledged and responded to within 30 days. To submit a request, contact us using the information in Section 8.

8. Contact Us

For any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us:

Matan & Co — Privacy Inquiries

- Email: info@matanandco.com
- Phone: +1 (647) 523-0593
- Website: www.matanco.com/contact
- Location: Toronto, Ontario, Canada

“Matan & Co has designated a Privacy Officer responsible for ensuring compliance with applicable privacy legislation.”

9. Updates to This Policy

We reserve the right to update this Privacy Policy at any time to reflect changes in our practices or applicable law. All changes will be posted on this page with a revised Last Updated date. We encourage you to review this policy periodically. Continued use of our website or services following any changes constitutes your acknowledgement of the updated policy.

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This Privacy Policy applies to www.matanco.com and all forms contained therein.