

PRIVACY POLICY - Version 2.1

Effective Date: June 17, 2026

1. Introduction

The KiND Institute ("KiND Institute", "we", "our", or "us") is committed to protecting the privacy, confidentiality, and security of personal information entrusted to us.

This Privacy Policy explains how we collect, use, disclose, store, retain, and protect personal information obtained through our website, manuscript review services, proofreading and copy-editing services, formatting services, consultations, events, subscriptions, communications, and related activities.

This Privacy Policy is intended to comply with applicable privacy legislation, including:

- The Personal Information Protection and Electronic Documents Act (PIPEDA) of Canada;
- Quebec's Act Respecting the Protection of Personal Information in the Private Sector, as amended by Bill 25;
- Applicable privacy and consumer protection laws in jurisdictions where our clients reside.

By using our website, submitting documents, scheduling consultations, purchasing services, subscribing to communications, or otherwise providing personal information, you consent to the practices described in this Privacy Policy.

2. Accountability

The KiND Institute is responsible for personal information under its control and has implemented policies, procedures, and safeguards designed to ensure compliance with applicable privacy laws. We are responsible for personal information collected directly by us and for personal information transferred to third-party service providers acting on our behalf.

3. Privacy Officer

The KiND Institute has designated a Privacy Officer responsible for overseeing privacy compliance, responding to privacy requests, and addressing privacy-related concerns.

Privacy Officer:

Kerry Tannahill, Director, KiND Institute

Email: info@kindinstitute.net

Questions regarding this Privacy Policy, privacy practices, requests for access or correction, privacy complaints, or concerns regarding personal information may be directed to the Privacy Officer.

4. Consent

By using our website, creating an account, purchasing services, submitting documents, scheduling consultations, communicating with us, or otherwise providing personal information, you consent to the collection, use, disclosure, retention, and processing of your information as described in this Privacy Policy.

You may withdraw consent at any time, subject to legal, contractual, administrative, and operational requirements. Withdrawal of consent may limit our ability to provide certain services. Consent may be obtained expressly, electronically, in writing, verbally, or implied where permitted by applicable law.

5. Information We Collect

We collect only the information reasonably necessary to provide services, manage operations, comply with legal obligations, and improve our offerings.

Personal Information

We may collect:

- Full name
- Email address
- Telephone number
- Mailing address
- Institutional or organizational affiliation
- Billing information
- Transaction history
- Account information
- Customer service records
- Consultation records
- Communications and correspondence

Manuscripts and Submitted Materials

When clients use our services, we may collect:

- Manuscripts
- Research papers
- Articles
- Book chapters
- Grant applications
- Strategic reports
- Theses and dissertations
- Presentations
- Research plans
- Supporting documentation and attachments

Submitted materials may contain personal information, confidential information, proprietary information, or information relating to third parties. Such information is treated as confidential and used solely for the purpose of providing requested services.

Technical Information

When you visit our website, we may automatically collect:

- Internet Protocol (IP) address
- Browser type
- Operating system
- Device information
- Referring website
- Date and time of access
- Pages viewed
- Session duration
- Usage patterns
- Security logs
- Cookie-related information

6. How Information Is Collected

We collect information:

- Directly from you through forms and submissions;
- Through manuscript and document uploads;
- During consultations and meetings;
- Through email, telephone, and other communications;
- Through customer service interactions;
- Through payment transactions;

- Through website analytics and cookies;
- Through security and fraud-prevention tools.

7. Purposes for Collection and Use

We collect, use, and process information for the following purposes:

Service Delivery

To:

- Provide manuscript review services;
- Provide proofreading and copy-editing services;
- Provide formatting services;
- Deliver consultations;
- Communicate regarding projects;
- Deliver purchased services.

Business Administration

To:

- Process payments;
- Maintain records;
- Manage accounts;
- Provide customer support;
- Improve services;
- Conduct quality assurance;
- Prevent fraud and abuse.

Legal and Regulatory Compliance

To:

- Meet legal obligations;
- Enforce agreements;
- Protect legal rights;
- Respond to lawful requests.

Marketing and Communications

Where permitted by law or with your consent, we may send:

- Service updates;
- Newsletters;
- Event announcements;
- Educational resources;
- Promotional communications.

You may unsubscribe from marketing communications at any time.

8. Accuracy of Information

We make reasonable efforts to ensure that personal information is accurate, complete, and current for the purposes for which it is used.

Individuals are encouraged to notify us of changes or corrections to their personal information.

9. Disclosure of Information

We do not sell, rent, or trade personal information.

We may disclose information only when reasonably necessary to:

- Deliver requested services;
- Process payments;
- Operate our website;

- Maintain technical infrastructure;
- Comply with legal obligations;
- Protect our rights, property, and security.

10. Third-Party Service Providers

We may engage third-party service providers to assist in delivering services and operating our business.

Examples may include:

- Wix.com and related Wix services;
- Payment processors;
- Information processing and productivity platforms (such as Microsoft 365, Google Workspace, Apple Pages, and similar business tools)
- Email service providers (such as Outlook, Gmail, Sage, Arvix and SmarterMail, etc.);
- Cloud storage providers (such as OneDrive, Google Drive, Dropbox, Plesk Obsidian, etc.);
- Scheduling platforms (such as Wix Bookings, Zoom, Microsoft Teams, etc.);
- Video conferencing platforms (such as Zoom, Microsoft Teams, WhatsApp, etc.);
- Analytics providers (such as SPSS, Qualtrics, Dedoose, NVivo, etc.);
- Technology and security providers (such as Wix, Microsoft, SentinelOne, etc.).

Where personal information is processed by third-party service providers, the KiND Institute takes reasonable steps to ensure that appropriate confidentiality, privacy, and security obligations apply to such providers.

Third-party providers may process information in accordance with their own privacy policies and applicable laws.

11. International Transfers of Information

Because we serve clients in multiple jurisdictions and use third-party service providers, personal information may be transferred to, stored in, or processed in:

- Quebec;
- Other Canadian provinces and territories;
- The United States;
- Other jurisdictions where our service providers operate.

Information transferred outside Quebec may be subject to the laws of those jurisdictions and may be accessible to foreign governments, courts, law enforcement agencies, or regulatory authorities in accordance with applicable laws.

The KiND Institute implements reasonable safeguards designed to protect personal information involved in international transfers.

12. Confidentiality of Client Materials

The KiND Institute treats manuscripts, research materials, project documents, consultation discussions, correspondence, and related materials as confidential.

Submitted materials are used solely to provide requested services and are not disclosed to third parties except:

- With client authorization;
- As required by law;
- As reasonably necessary to provide services through authorized personnel and secure systems.

All personnel, contractors, editors, reviewers, and service providers authorized to access client materials are expected to maintain confidentiality.

13. Sensitive and Third-Party Information

Clients should not submit personal information relating to third parties unless they possess the legal authority, consent, or other lawful basis necessary to do so.

Where submitted materials contain information relating to third parties, the client remains solely responsible for ensuring that collection, use, disclosure, and submission of such information comply with applicable laws, contractual obligations, institutional requirements, research ethics requirements, and confidentiality obligations.

14. Security Safeguards

The KiND Institute maintains reasonable administrative, technical, physical, and organizational safeguards appropriate to the sensitivity of personal information.

Security measures may include:

- Password-protected systems;
- Access controls;
- Secure cloud storage;
- Data encryption where appropriate;
- Vendor security assessments;
- Confidentiality obligations;
- Security monitoring and maintenance procedures.

While we take reasonable measures to protect personal information, no method of transmission or storage can be guaranteed to be completely secure.

15. Retention and Destruction

Personal information is retained only as long as reasonably necessary to fulfill the purposes for which it was collected or as required by law.

Unless a longer retention period is required:

- Manuscripts and project files are generally retained for up to 24 months following project completion;
- Consultation records may be retained for operational purposes;
- Financial and transaction records may be retained for tax, accounting, audit, legal, and regulatory requirements.

When information is no longer required, it will be securely deleted, anonymized, or destroyed.

16. Cookies and Tracking Technologies

The KiND Institute uses cookies and similar technologies to support website functionality, enhance user experience, improve security, and analyze website performance.

Cookies are small data files stored on your device that help websites function efficiently and provide information regarding how visitors interact with a website.

Cookies and related technologies may be used to:

- Operate essential website functions;
- Maintain security and prevent fraud;
- Remember user preferences and settings;
- Support account login and session management;
- Analyze website traffic and performance;
- Improve the usability and effectiveness of our services;
- Facilitate bookings, registrations, and purchases; and
- Support communication and customer service functions.

Third-party services integrated into our website may also use cookies and related technologies. These may include, among others:

- Wix.com and related Wix services;
- Payment processors;
- Analytics providers such as Google Analytics;
- Scheduling and booking platforms;
- Video conferencing services;
- Email and communication providers; and
- Other third-party applications integrated with our website.

These third parties may collect information in accordance with their own privacy policies and applicable laws.

Users may control or disable cookies through their browser settings. Please note that disabling certain cookies may affect the functionality, availability, or performance of portions of our website. To opt out of Google Analytics tracking across websites, users may visit:

<https://tools.google.com/dlpage/gaoptout>

By continuing to use our website, users consent to the use of cookies and similar technologies as described in this Privacy Policy, subject to any preferences or browser settings selected by the user.

17. Your Privacy Rights

Subject to applicable law, individuals may have the right to:

- Access personal information held about them;
- Request correction of inaccurate information;
- Request deletion or anonymization of information where permitted by law;
- Withdraw consent where consent forms the basis for processing;
- Request information regarding the use and disclosure of their information;
- Request cessation of dissemination of information in circumstances recognized by applicable law;
- Submit privacy complaints.

Reasonable verification of identity may be required before requests are processed.

We will respond within the timeframes required by applicable law.

18. Privacy Complaints

Individuals who believe that their personal information has been handled improperly may submit a written complaint to the Privacy Officer.

The KiND Institute will investigate privacy complaints and respond within a reasonable timeframe in accordance with applicable legal requirements.

Where applicable, individuals may also have the right to contact relevant privacy regulators.

19. Privacy Incidents and Security Breaches

In the event of a confidentiality incident, privacy breach, or unauthorized access involving personal information that presents a risk of serious harm, the KiND Institute will comply with applicable legal obligations, including notification, reporting, mitigation, and recordkeeping requirements.

20. Children's Privacy

Our services are intended for adults, researchers, professionals, organizations, and authorized representatives.

We do not knowingly collect personal information from children under the age of 13 without appropriate authorization.

21. Third-Party Websites

Our website may contain links to third-party websites or services.

The KiND Institute is not responsible for the privacy practices, policies, content, or security of third-party websites.

Users should review the privacy policies of those third parties independently.

22. Changes to This Privacy Policy

We may revise this Privacy Policy from time to time.

When material changes are made, we will update the Effective Date and publish the revised version on our website.

The most current version will always be available on our website.

23. Contact Information

Questions, requests, complaints, or concerns regarding privacy matters may be directed to:

Privacy Officer

Kerry Tannahill, Director, KiND Institute

Email: info@kindinstitute.net

By using our website, submitting documents, purchasing services, or otherwise providing personal information, you acknowledge that you have read and understood this Privacy Policy.