

Privacy Policy

Effective Date: 12/12/2025

Medeza (“Medeza”, “we”, “our”, or “us”) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you use the Medeza platform (the “Platform”).

1. Who We Are

Medeza is a **technology marketplace** that allows businesses (such as restaurants, bars, and warehouses) to post shifts and book workers directly.

Medeza is **not an employer or staffing agency**.

2. Information We Collect

A) Information You Provide

We may collect personal and business information, including:

For Workers

- Full name
- Email address and phone number
- Home address and city
- Industries and roles selected
- Availability and experience
- Emergency contact information
- Messages sent through the platform
- Documents you choose to upload (e.g., certifications)

For Businesses

- Business name and contact details
- Business address (single location per account)
- Industry type
- Authorized contact information

B) Payment & Identity Information

Payments are processed by a third-party provider such as **Stripe**.

- Medeza does **not store full banking or card details**
- Identity and payout verification is handled securely by the payment provider
- We may receive confirmation of verification status

C) Automatically Collected Information

We may automatically collect:

- IP address
- Device and browser type
- Usage data (pages visited, actions taken)
- Security and log data

This helps us operate, improve, and secure the Platform.

3. How We Use Information

We use information to:

- Create and manage user accounts
- Enable shift postings, bookings, and communication
- Process payments and payouts
- Verify identity and prevent fraud
- Provide customer support
- Improve platform functionality
- Comply with legal and regulatory obligations

We do not sell personal information.

4. How Information Is Shared

Information may be shared:

- Between workers and businesses **only as necessary** to complete bookings
- With service providers (payments, hosting, analytics)
- When required by law or legal process

All third parties are required to protect your data.

5. Payments & Third-Party Services

Third-party services (such as Stripe) process payments and identity verification. Their use of your information is governed by their own privacy policies.

6. Data Retention

We retain personal information only as long as necessary to:

- Provide services
- Meet legal and regulatory requirements
- Resolve disputes

You may request account deletion, subject to legal obligations.

7. Your Rights

Depending on your location, you may have the right to:

- Access your personal information
- Correct inaccurate information
- Request deletion of information
- Withdraw consent where permitted by law

Requests can be made by contacting us.

8. Québec Privacy (Law 25)

For users in Québec, Medeza complies with the **Act Respecting the Protection of Personal Information in the Private Sector (Law 25)**.

You have the right to:

- Know how your personal information is used
- Request access or correction
- Withdraw consent, subject to legal requirements

Privacy requests may be sent to:

 privacy@medeza.com

9. Security

We use reasonable administrative, technical, and organizational safeguards to protect personal information, including encryption and secure access controls.

No system is completely secure, but we take data protection seriously.

10. Children's Privacy

Medeza is not intended for individuals under **18 years of age**. We do not knowingly collect information from minors.

11. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted with a revised effective date.

12. Contact Us

If you have questions about this Privacy Policy or your information:

Email: privacy@medeza.com

Company: Medeza

Country: Canada 