Website Privacy Policy

Privacy practices for the public website, contact form, analytics, and reporting portal

Effective date	October 21, 2026
Applies to	1003274 ONTARIO LIMITED O/A Rock City Cartage, Sherway Logistics Inc. & Sherway Warehousing Inc.

1003274 ONTARIO LIMITED O/A Rock City Cartage, Sherway Logistics Inc. & Sherway Warehousing Inc. (collectively, "Sherway," "we," "our," or "us") are committed to protecting personal information handled through our public website and Sherway-operated reporting portal. This Privacy Policy explains what information we collect, why we use it, when it may be disclosed, how it is protected, and the choices available to individuals.

Sherway handles personal information in accordance with applicable Canadian privacy laws, including the Personal Information Protection and Electronic Documents Act (PIPEDA), where applicable.

1. Scope

This Policy applies to information collected through the public website, the Contact Us form, website analytics, and account administration or technical use of the Sherway-operated reporting portal linked from the website. It does not replace privacy terms contained in a customer, employee, supplier, or other agreement.

2. Information We Collect

Information submitted through the Contact Us form

Visitors may voluntarily submit information such as:

- Name and company name.
- Business email address and telephone number.
- Subject of the inquiry.
- Any information voluntarily included in the message.

Contact form submissions are transmitted directly to enquiries@sherwaygroup.com for review and response and are not intentionally stored in a separate public website database. Visitors should not include confidential, sensitive, or unnecessary personal information in the form.

Website analytics and technical information

The public website uses Google Analytics. Google Analytics and related cookies or technologies may collect technical and usage information such as IP address, browser and device type, operating system, pages visited, time spent on pages, referring source, and approximate geographic region. This information helps Sherway understand website usage, identify trends, maintain security, and improve content and functionality.

Reporting portal information

The Sherway-operated portal primarily provides business and operational information, including shipment, inventory, order, invoice, proof-of-delivery, document, and reporting data. Portal access is limited to authorized users for their own organization. Sherway may also process limited account and technical information required to administer and secure portal access, such as account identifiers, assigned permissions, authentication events, and system logs.

3. How We Use Information

Sherway may use information to:

- Respond to inquiries and provide requested information.
- Evaluate and maintain business communications and potential service opportunities.
- Operate, administer, secure, troubleshoot, and improve the website and reporting portal.
- Authenticate authorized portal users and enforce account permissions.
- Analyze website traffic and usage trends.
- Prevent, detect, and investigate security incidents, misuse, fraud, or unauthorized access.
- Comply with legal, regulatory, contractual, accounting, or records-management obligations.
- Protect Sherway, our customers, users, systems, property, and legal rights.

4. Cookies and Google Analytics

Google Analytics uses cookies or similar technologies to measure website usage. Visitors can manage or disable cookies through their browser settings, although doing so may affect some website functionality. Information about Google's privacy practices and available controls is provided by Google.

Google privacy information: policies.google.com/privacy

Google Analytics opt-out browser add-on: tools.google.com/dlpage/gaoptout

5. Reporting Portal Access and Data Segregation

Portal accounts are authenticated using credentials managed by Sherway. Permissions determine the reports and information available to each user. Authorized users are restricted to information associated with their own organization and are expected to use the portal only for legitimate business purposes. Users must keep credentials confidential and notify Sherway promptly of suspected compromise or unauthorized access.

6. Disclosure of Information

Sherway does not sell personal information. We may disclose information:

- To employees and representatives who require it for the purposes described in this Policy.
- To service providers that support hosting, analytics, email, security, maintenance, or other business functions, subject to appropriate confidentiality and protection requirements.
- Where required or permitted by law, court order, regulatory process, or lawful government request.
- To prevent or investigate misuse, security incidents, fraud, or threats to rights, safety, property, or systems.
- In connection with a proposed or completed merger, financing, reorganization, sale, or transfer of all or part of a business, subject to applicable legal safeguards.

7. International Processing

Some service providers, including analytics providers, may process information outside Ontario or Canada. Information processed in another jurisdiction may be subject to the laws of that jurisdiction and may be accessible to courts, law enforcement, or regulatory authorities in accordance with those laws.

8. Safeguards

Sherway uses reasonable administrative, technical, and physical safeguards appropriate to the sensitivity of the information. These include access controls designed to limit portal information to authorized users and their own organization. No method of transmission or storage is completely secure, and Sherway cannot guarantee absolute security.

9. Retention

Sherway retains personal information only as long as reasonably necessary for the purposes described in this Policy, to meet legal or contractual requirements, resolve disputes, maintain security records, and enforce agreements. When information is no longer required, it is securely deleted, destroyed, or anonymized, subject to backup and legal-retention requirements.

10. Access and Correction

Subject to applicable legal exceptions, individuals may request access to personal information Sherway holds about them and may request correction of inaccurate or incomplete information. Sherway may need to verify identity before responding. Questions, requests, or complaints should be submitted to the Information Security Officer using the contact information below.

11. Third-Party Websites

The website may link to third-party websites. Sherway is not responsible for their content, security, or privacy practices. Visitors should review the privacy policy of each third-party service they use.

12. Children’s Privacy

The website and reporting portal are intended for business use and are not directed to children. Sherway does not knowingly collect personal information from children through these Services.

13. Changes to This Policy

Sherway may update this Policy from time to time. The revised Policy will be posted with a new effective date. Material changes may be communicated by additional means where appropriate or required by law.

14. Privacy Contact

The Information Security Officer is Sherway’s designated contact for questions, requests, and concerns relating to the collection, use, disclosure, retention, access, correction, and protection of personal information.

Information Security Officer
1003274 ONTARIO LIMITED O/A Rock City Cartage, Sherway Logistics Inc. & Sherway Warehousing Inc.
Phone: 905-364-3300
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