



Privacy Policy

PrimeGuard Pest Control Ltd.

Effective Date: May 15, 2026

PrimeGuard Pest Control Ltd. ("PrimeGuard", "we", "our", or "us") is committed to protecting the privacy and security of personal information collected through our website, customer portal, and business operations.

This Privacy Policy explains how we collect, use, disclose, store, and protect personal information in accordance with applicable laws and best practices within Trinidad & Tobago.

By using our website or services, you agree to the terms outlined in this Privacy Policy.

1. Information We Collect

We may collect personal and business information including:

Personal Information

- Full name
- Email address
- Telephone number
- Company name
- Service address
- Billing information

Technical Information

When you visit our website, we may automatically collect:

- IP address
- Browser type
- Device information



- Website usage data
- Cookies and analytics information

Service-Related Information

Including:

- Pest activity reports
- Service schedules
- Inspection records
- Treatment history
- Compliance documentation
- Digital monitoring information

2. How We Use Information

We use collected information to:

- Provide pest management services
- Respond to inquiries and quotations
- Schedule appointments and inspections
- Deliver customer support
- Manage billing and service accounts
- Improve website functionality and customer experience
- Maintain records and compliance documentation
- Support audit and reporting requirements
- Communicate important service updates

3. PrimeGuard Plus+ Customer Portal

Clients using PrimeGuard Plus+ may access:

- Service schedules
- Treatment reports



- Recommendations
- Monitoring records
- MSDS documentation
- Audit and compliance reports

Users are responsible for maintaining the confidentiality of their login credentials.

PrimeGuard takes reasonable measures to secure portal data; however, no online system can be guaranteed to be completely secure.

4. Information Sharing & Disclosure

PrimeGuard does not sell personal information.

We may share information only:

- With authorized employees and service providers
- Where required by law or regulatory authorities
- To support audit, compliance, or legal obligations
- To protect the rights, safety, and operations of PrimeGuard or our clients
- All third-party providers engaged by PrimeGuard are expected to maintain appropriate confidentiality and security standards.

5. Cookies & Website Analytics

Our website may use cookies and analytics tools to:

- Improve website performance
- Understand user behavior
- Enhance customer experience
- Support website security

Users may disable cookies through their browser settings; however, some website features may not function properly.



6. Data Security

PrimeGuard implements reasonable administrative, technical, and organizational safeguards to protect personal information against:

- Unauthorized access
- Loss
- Misuse
- Alteration
- Disclosure

While we strive to protect information, no internet transmission or electronic storage method is completely secure.

7. Data Retention

We retain information only for as long as necessary to:

- Deliver services
- Maintain operational records
- Meet legal and regulatory obligations
- Support compliance and audit requirements

8. Third-Party Links

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

PrimeGuard is not responsible for the privacy practices or content of external websites.



9. Your Rights

Subject to applicable laws in Trinidad & Tobago, individuals may request:

- Access to personal information
- Correction of inaccurate information
- Removal of outdated information where appropriate
- Information regarding how personal data is used

Requests may be submitted using the contact information below.

10. Children's Privacy

PrimeGuard's website and services are not directed toward individuals under the age of 18.

We do not knowingly collect personal information from minors.

11. Updates to This Policy

PrimeGuard reserves the right to update this Privacy Policy periodically to reflect operational, legal, or regulatory changes.

Updated versions will be posted on our website with the revised effective date.

12. Contact Us

PrimeGuard Pest Control Ltd.

For questions regarding this Privacy Policy or personal data requests, please contact:

Email: info@primeguardtt.com

Phone: +1 (868) 370-2188

Website: www.primeguardtt.com