



Facility Plus[®]

COMPLETE FACILITY SERVICES



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5155 Spectrum Way, Building No. 21, Mississauga, ON L4W 5A1 • 1-855-275-8735

Facility Plus Website, FPCC Messaging, and Privacy Terms

The A. & J. Power Group Inc. ("Facility Plus") operates this website and the Facility Plus Control Centre platform, including centralized phone, text message, and related communication tools, to support our facility services operations. FPCC is used to communicate with Preferred Partners, technicians, subcontractors, service providers, clients, and other business contacts about work orders, dispatch, scheduling, site attendance, service updates, photos, completion details, urgent service issues, client reporting, and related operational matters. By using this website, providing information to Facility Plus, or communicating with us through FPCC, you agree to these terms.

By providing your mobile number to Facility Plus or communicating with us by text message, you consent to receive work-related text messages from Facility Plus. Message frequency may vary depending on service activity. Standard message and data rates may apply. You may reply STOP to opt out of non-essential text messages, or HELP for assistance. Opting out may affect our ability to dispatch, coordinate, or communicate with you regarding available work or active service requests. FPCC communications are intended for business and operational purposes only and should not be relied on as the sole method of communication in an emergency.

Facility Plus collects, uses, and retains personal information only as reasonably necessary for legitimate business, service, legal, regulatory, insurance, and contractual purposes. This may include names, business contact information, phone numbers, text message content, work order details, photos, timestamps, location or attendance-related information, and other information provided to us. Facility Plus does not sell personal information. We do not share, sell, rent, or transfer SMS consent, mobile opt-in information, or text messaging originator opt-in data to third parties or affiliates for marketing or promotional purposes.

Facility Plus may use trusted service providers, software platforms, telecommunications providers, hosting providers, insurers, professional advisors, and other business support providers to operate our website, FPCC, and related services. These parties may access information only as reasonably necessary to provide services to Facility Plus or where required by law. Facility Plus protects information using reasonable administrative, technical, and physical safeguards appropriate to the sensitivity of the information. Information is retained only as long as reasonably necessary for the purposes described in these terms or as required by law, after which it is securely deleted, anonymized, or archived in accordance with our internal practices.

Individuals are responsible for ensuring that the contact information they provide to Facility Plus is accurate and up to date. Individuals may request access to, or correction of, their personal information held by Facility Plus, subject to applicable legal and contractual limits. Questions, privacy requests, or concerns about these terms, FPCC communications, or Facility Plus's privacy practices may be directed to: conner@facilityplus.com.

Facility Plus may update these terms from time to time by posting a revised version on this website. Continued use of this website or FPCC after any update means you accept the revised terms. These terms are governed by the laws of Ontario and the applicable laws of Canada.

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