Last updated: 21 September 2026

Privacy Policy

In this policy we lay out what we collect and why, how it is handled, and your rights. We never sell your data. Our guiding principle is to collect only what we need.

This policy applies to the website coldforge.ca and to the document services sold under the Coldforge brand (Kickoff Pack, Starter Brief, and related handoff packets). The legal entity is Coldforge Services ("Coldforge," "we," "us"), 401 Main Street, Vancouver, British Columbia. Privacy mail: help@coldforge.ca.

It covers site visitors, people who chat with us, newsletter subscribers, and customers. It does not cover the contents of a packet we prepare for you once it is in your hands — that file is yours.

What we collect and why

We collect as little as we can. If you never write to us, we may still see ordinary hosting logs (IP address, browser, pages requested) that our web host generates to keep the site up and to stop abuse. We do not run advertising pixels and we do not build marketing profiles.

- Identity. A display name (Guest, unless you change it) and an email address if you leave one, so we can reply if the chat drops and so we can recognize you if you come back.
- Messages. What you type in chat, including questions about Kickoff Pack or an order. We read these to answer you.
- Newsletter. If you subscribe to Continuity notes, we use the address you give only to send that occasional note. You can stop at any time.
- Order intake. If you buy a packet, the deal notes, CRM excerpts, or call notes you send so we can write it. We use them for that order, not for anything else.
- Billing. If you pay, card details go to the payment processor. They do not sit on Coldforge servers. We may keep the last four digits, amount, and a billing name for invoices and tax.

How your data is handled — we do not store it on our servers

Coldforge is a document shop, not a data platform. We do not store your data on our application servers. Chat and orders are passed to email and customer-success software so a person can reply and do the work. Those tools act for us. They may process information outside British Columbia, including elsewhere in Canada or the United States.

We do not keep a customer database of your files. Name and email may be retained only as needed to maintain a minimal account so we know who you are. Intake used to draft a packet is deleted or archived when the order is done, unless tax or dispute rules require a longer hold. We do not train public or private machine-learning models on your files. You never receive our tool logins, and we do not log into yours.

We never sell your data

We will never sell, rent, or trade your personal information to third parties. We will not use your name or company in marketing without your permission. We do not share your deal notes with anyone except the people fulfilling your order.

When we access or share information

A Coldforge person looks at what you send only to answer you, to write the packet you ordered, or in these rare cases:

- To fix a delivery problem you asked us to fix.
- To protect the service (spam, abuse, security).
- If the law requires it. We disclose the least we can. Unless we are legally barred, we will try to tell you.

- If Coldforge Services is sold or merged, with notice, so the buyer can keep serving you under this policy.

We may use subprocessors to host the site, send email, run customer-success software, and process payment. They may see personal information only to perform that work. Aggregated or de-identified figures (for example, how many packets we wrote) are not personal information.

How long we keep it

We keep information only as long as the purpose requires, then we delete it or irreversibly de-identify it. Hosting logs turn over on the host's ordinary cycle. Newsletter addresses stay until you unsubscribe. Paid-order records may be kept for the period tax law in British Columbia requires.

Your rights

We apply the same rights to everyone. Under British Columbia's Personal Information Protection Act (PIPA) and, where it applies, Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), you may:

- Know what we collect and why (this policy).
- Ask for access to personal information we hold about you.
- Ask us to correct it if it is wrong.
- Withdraw consent, with reasonable notice. That may mean we cannot finish an order or keep a thread.
- Ask us to delete your name and email.
- Complain to us at help@coldforge.ca, and to the Office of the Information and Privacy Commissioner for British Columbia.

Write to help@coldforge.ca with enough detail to find the record. We will respond in the time PIPA requires. We may refuse only in the limited cases the Act allows, and we will say why.

Security

The site is served over HTTPS. Access to inbound mail and CS tools is limited to people doing the work. No transmission is perfectly safe. You use the service knowing some residual risk remains.

Children

Coldforge is for business customers. We do not knowingly collect personal information from anyone under 19.

Where the work happens

Coldforge Services is in Vancouver, British Columbia. Email and CS tools may store copies outside the province. By using the site you understand that transfer. If a regulator restricts a transfer, we will follow that restriction.

Changes

We may update this policy when the law or our practice changes. The date at the top will change. Continued use of the site after a change means you accept the update. Material changes will be posted at coldforge.ca/privacy.

Terms of service — as-is, liability, rights

The website, chat, samples, and document services (including Kickoff Pack and Starter Brief) are provided as is and as available. To the maximum extent permitted by law, Coldforge Services disclaims all warranties, express or implied, including merchantability, fitness for a particular purpose, title, accuracy, and non-infringement.

We do not warrant that the site will be uninterrupted or error-free, that a packet will produce a particular sales or customer-success result, or that sample documents (which are fictional) are ready for production use without your review. Packets are working documents. They are not legal advice, not a substitute for your contract, and not a guarantee of retention or time-to-value. You are responsible for checking the packet against the deal you sold before you send it to a customer.

To the maximum extent permitted by law, Coldforge Services and its principals, employees, and contractors shall have no liability for any direct, indirect, incidental, special, consequential, punitive, or exemplary damages, or any loss of profit, revenue, data, goodwill, or opportunity, arising from the website or the services, whether in contract, tort (including negligence), or otherwise, even if advised of the possibility.

If a court finds any limit unenforceable, our total aggregate liability shall not exceed the amount you paid us for the specific packet giving rise to the claim in the three months before the claim, or CAD $97, whichever is less. Some places do not allow certain exclusions; there, our liability is limited to the greatest extent the law allows. Nothing here excludes liability that cannot legally be excluded, including fraud or statutory rights that cannot be waived.

You will indemnify Coldforge Services against claims and costs (including reasonable legal fees) arising from your misuse of the site, from confidential customer data you choose to send us, or from your breach of these terms.

© Coldforge Services. All rights reserved. The Coldforge name, lockup, website, copy, sample packet, and method of presenting handoff documents are owned by Coldforge Services or its licensors. You may not copy, resell, or make derivative works from our materials except as needed to use a packet we delivered to you for your own internal customer-success purposes. No other licence is granted.

These terms are governed by the laws of the Province of British Columbia and the federal laws of Canada applicable there, without regard to conflict-of-law rules. Exclusive venue is the courts of British Columbia sitting in Vancouver, except that we may seek injunctive relief anywhere to protect intellectual property.

If any part of this document is held invalid, the rest still applies. Failure to enforce a term is not a waiver. These terms are the entire agreement for the website and the services, and they replace prior discussions on the same subject.

Contact

Coldforge Services
401 Main Street
Vancouver, British Columbia
Canada
help@coldforge.ca

Questions about this policy, your data, or your rights: help@coldforge.ca. This notice describes our practices. It is not legal advice to you.

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