

## **Do Not Call (DNC) Policy**

Effective Date: March 25, 2026

Duggal Enterprises/Richard Duggal (“Company,” “we,” “our,” or “us”) is committed to respecting the privacy and communication preferences of all individuals.

This Do Not Call (“DNC”) Policy explains how we manage telephone communications and maintain compliance with applicable telecommunications and telemarketing laws, including the United States Telephone Consumer Protection Act (TCPA) and applicable Canadian regulations.

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### **1. Our Commitment**

We honour requests from individuals who do not wish to receive:

- telephone calls,
- SMS/text messages,
- voicemail communications,
- or other direct marketing communications.

We maintain internal procedures designed to respect and process such requests promptly.

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### **2. Internal Do Not Call List**

Duggal Enterprises/Richard Duggal maintains an internal Do Not Call list of individuals who have requested not to receive marketing calls or promotional communications from us.

If you request to be placed on our DNC list:

- your information will be added to our suppression list;
  - we will make commercially reasonable efforts to stop future marketing calls;
  - your request may take a reasonable period to process.
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### **3. How to Opt Out**

You may request to stop receiving calls or marketing communications at any time by:

- verbally informing us during a call;
- replying STOP to SMS messages;
- emailing [rd@richardduggal.com](mailto:rd@richardduggal.com);
- or contacting us directly through our website.

Please include:

- your name,

- phone number,
  - and your request to stop communications.
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#### **4. Scope of This Policy**

This policy applies to:

- outbound sales calls,
- marketing calls,
- SMS/text messaging,
- voicemail campaigns,
- and promotional communications.

This policy does not apply to:

- transactional communications,
  - customer support responses,
  - appointment confirmations,
  - service notifications,
  - or legally permitted follow-up communications.
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#### **5. Calling Hours**

Where applicable, we aim to conduct outbound calls only during reasonable local hours and in accordance with applicable laws and regulations.

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#### **6. Consent-Based Communications**

We strive to contact only individuals who:

- have provided consent,
  - have requested information,
  - have initiated contact,
  - have an existing business relationship where legally permitted,
  - or where communication is otherwise permitted under applicable law.
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#### **7. Third-Party Providers**

We may use third-party telecommunications or messaging providers to deliver communications on our behalf.

These providers may include:

- telecommunications carriers,
- CRM systems,
- automated messaging platforms,
- WhatsApp Business services,
- and customer support systems.

Such providers are contractually required to process communications in accordance with applicable laws and our policies.

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## **8. National Do Not Call Registries**

We acknowledge and respect applicable national and regional Do Not Call registries.

Where legally required, we make commercially reasonable efforts to avoid contacting individuals registered on applicable DNC lists unless:

- consent has been provided,
  - an inquiry has been initiated,
  - or another lawful exemption applies.
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## **9. Record Retention**

We may retain records of opt-out requests and consent records for compliance, legal, operational, and security purposes.

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## **10. Policy Updates**

We reserve the right to modify or update this policy at any time.

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

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## **11. Contact Information**

Duggal Enterprises/Richard Duggal  
330 Rimrock Road  
Toronto, Ontario M3J3A6  
Canada

Email: [rd@richardduggal.com](mailto:rd@richardduggal.com)