



RECORD RETENTION POLICY

SYWAYS Inc.

Version 2.0 | Effective: July 9, 2026

1. Purpose

This Record Retention Policy explains how SYWAYS Inc. ("SYWAYS") stores, retains, and securely destroys the records and documents of our clients. It applies to all records created or received by SYWAYS in the course of delivering professional services, including bookkeeping, payroll, tax preparation, business registration, and CRA representation.

This policy is provided to our clients as part of our commitment to transparency and to answer the most common question we receive: "How long do you keep my records?"

2. Types of Records We Hold

Depending on the services engaged, SYWAYS may hold the following types of client records:

- Personal information — name, address, Social Insurance Number (SIN), date of birth
- Financial records — bank statements, invoices, receipts, payroll records, expense documents
- Tax filings — T1, T2, T3 returns, T4/T5 slips, GST/HST returns, and CRA correspondence
- Business documents — incorporation records, business registration documents, minute books
- Engagement records — signed engagement letters, authorization forms (T183), and correspondence
- Appointment and scheduling records — collected through our online scheduling tool (Microsoft Bookings)

3. Minimum Retention Periods

SYWAYS retains client records in accordance with the requirements of the Canada Revenue Agency (CRA) and applicable Canadian law. The following minimum retention periods apply:

Record Type	Minimum Retention Period	Legal Authority
Tax returns (T1, T2, T3) and supporting documents	6 years from end of relevant tax year	Income Tax Act (Canada)
GST/HST returns and supporting records	6 years from end of reporting period	Excise Tax Act (Canada)
Payroll records and employee information	6 years from date of last entry	Income Tax Act (Canada)
Bookkeeping and financial records	6 years from end of fiscal year	CRA Business Records Guidelines
Business registration and incorporation documents	6 years or duration of corporation (whichever is longer)	CBCA / Ontario Business Corporations Act
T4, T5, T4A, T5018 information slips	6 years from the end of the calendar year filed	Income Tax Act (Canada)
Engagement letters and client agreements	7 years from end of engagement	SYWAYS Internal Policy
CRA correspondence and notices	6 years from relevant tax year	Income Tax Act (Canada)
T183 authorization forms	6 years from date of filing	CRA EFILE Participant Agreement
Appointment and scheduling records	Retained only as needed to fulfill the booking, per Microsoft Bookings' own retention practices	SYWAYS Internal Policy

4. Electronic Storage

SYWAYS stores client records primarily in electronic format using secure, professional software platforms for accounting, payroll, and tax preparation. All electronic records are stored on servers located in Canada.

Our electronic storage practices include:

- Password protection and multi-factor authentication on all platforms that access client data
- Encryption of sensitive data in transit and at rest
- Access restricted to authorized SYWAYS personnel involved in delivering your service
- Regular backups to prevent data loss

Electronic records are subject to the same minimum retention periods as physical records. Where original physical documents are provided by the client, SYWAYS may retain digital copies and will return or securely destroy the originals as agreed at the time of engagement.

5. Physical Records

Where physical records are held, they are stored in a secure, access-controlled environment. Physical documents are never left unattended in public areas. Sensitive documents are never disposed of in general waste.

6. Secure Destruction of Records

Upon expiry of the applicable minimum retention period, records are destroyed in a manner that permanently and irrecoverably eliminates any personal or financial information they contain:

- Electronic records — permanently deleted using secure deletion methods; cloud-hosted records deleted in accordance with the platform provider's secure deletion procedures
- Physical records — cross-cut shredded or delivered to a certified document destruction service

Destruction is not carried out where records are subject to an active CRA audit, legal proceeding, regulatory inquiry, or other hold that requires their continued preservation. In such circumstances, records will be retained until the matter is fully resolved.

7. Client Access and Retrieval

You may request access to your records held by SYWAYS at any time during the applicable retention period. Requests should be made in writing to info@syways.com. SYWAYS will acknowledge your request within 5 business days and provide the requested records within 30 days, in electronic format unless otherwise agreed.

We encourage all clients to maintain their own copies of filed tax returns, financial statements, and supporting documents. SYWAYS's records serve as a professional reference and compliance archive — they are not a substitute for your own recordkeeping obligations.

8. Your Own Recordkeeping Obligations

Under the Income Tax Act (Canada) and the Excise Tax Act, businesses and individuals are required to retain certain records for a minimum of six years from the end of the last relevant tax year. SYWAYS's retention of records on your behalf does not remove or replace your own legal obligations. You remain responsible for maintaining adequate records as required by CRA and any other applicable regulatory bodies.

If you are unsure what records you are required to keep, SYWAYS is happy to advise you as part of our bookkeeping and compliance services.

9. Changes to This Policy

SYWAYS may update this Record Retention Policy from time to time to reflect changes in applicable law or our internal practices. The current version will always be available for download at syways.com. Existing clients will be notified of material changes by email.

10. Contact Us

If you have any questions about this Record Retention Policy or would like to request access to your records, please contact us:

SYWAYS Inc.

Phone: (416) 998-4331

Email: info@syways.com

Website: www.syways.com