

## **Privacy Statement**

We collect personal information from our customers in the regular course of doing business. The following information answers some of your most frequently asked questions, and lets you know exactly how we are protecting the information you entrust to us.

### **What personal information do you collect about me?**

We collect the following information about you:

- telephone numbers
- customer financial information (including payment card and credit card numbers)
- purchase history

### **How do you use this information?**

The main reasons we collect personal information from you are:

- to complete a sale or transaction with you
- to verify your credit, if necessary
- to place special orders on your behalf
- to deliver products directly to you
- to limit the possibility of fraud when we process your returns

If it is a necessary part of any of these transactions, we may disclose your information to another company. For eg., when you apply for credit, we pass on your personal information to a credit reporting agency so we can complete a credit check. We also pass on your name and address to a courier company to complete a delivery.

We also use your personal information for other, secondary reasons, including:

- customer service
- as part of a warranty program

We will also disclose your personal information if we are required by law to do so.

### **How do you get my consent?**

When you provide us with personal information to complete a transaction, verify your credit, place an order, arrange for a delivery or return a purchase, we assume you consent to our collecting it and using it for that specific reason only.

### **How do I get more information?**

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, or you would like to see exactly what personal information we have about you in our records, or you wish to register a complaint, please contact:

- Kim Esler
- (403) 346-8611
- leyglass@shaw.ca
- 3, 5021 68 Street, Red Deer, AB T4N 2R7 You can also contact the Office of the Privacy Commissioner of Canada for assistance between the hours of 9 am and 5 pm, at:

Toll-free: 1-800-282-1376  
Phone: (613) 995-8210  
Fax: (613) 947-6850  
TTY: (613) 992-9190

or by mail at:

112 Kent Street  
Place de Ville  
Tower B, 3rd Floor  
Ottawa, Ontario  
K1A 1H3

or on the Web at:<http://www.privcom.gc.ca/>