

Schweitzer's Plumbing Centre

Personal Information Protection Policy

At Schweitzer's Plumbing Centre, we are committed to providing our customers with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our customers, protecting their personal information is one of our highest priorities.

While we have always respected our customers' privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of the *Personal Information Protection Act* (PIPA).

Below explains why and how we collect, use and disclose customers' personal information, we will obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances.

This Personal Information Protection Policy, in compliance with PIPA, outlines the principles and practices we will follow in protecting customers' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our customers' personal information and allowing our customers' to request access to, and correction of, their personal information.

Scope of this Policy

This Personal Information Protection Policy applies to Schweitzer's Plumbing Centre and its subsidiaries; Viva Financial Corporation.

This policy also applies to any service providers collecting, using or disclosing personal information on behalf of Schweitzer's Plumbing Centre.

Collecting Personal Information

Unless the purposes for collecting personal information are obvious, and the customer voluntarily provides his or her personal information for those purposes, we will communicate the purposes for which personal information is being collected, either orally, electronically or in writing, before or at the time of collection.

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

What personal information do you collect about me?

We collect the following information about you:

- name, address, postal code, email address and telephone numbers
- customer financial information (including payment card and credit card numbers)
- purchase history and product preferences

We may also use Personal Information to inform our customers of new products or services we feel may be of interest to them, or to ask their opinions. However, we will not do so at the customer's request.

We keep personal information for a reasonable period of time in order to fulfill our primary purposes, or in accordance with usual business practices. Personal information may be kept longer if required or permitted by law.

When you visit our web site, we also collect:

- information about your computer, including; your IP address, the type of operating system, cookies, web beacons, browser history, and your computer's location
- what pages you visit on our site and what links you click on
- what other sites you've visited recently

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 and/or services directly to you
- to provide you with support services (including information about maintenance and warranty).
- to limit the possibility of fraud when we process your returns

We also keep records of the customers' use of our products and services. As well as customer correspondence, which may include, but not limited to; customer inquiries, feedback or praise.

If it's 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
- marketing
- to administer a loyalty program
- as part of a warranty program

At times, we may share your personal information with other product suppliers.

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.

If we ask you for personal information for a secondary reason, like marketing, we will either ask you directly for your consent or provide you with an opportunity to say no. Saying no is called opting out. By opting out, you can tell us not to collect the information and/or not to share it with other companies.

Do We Disclose Personal Information?

Unless the customer authorizes us to release it, or release is required or permitted by law, we will not disclose Personal Information to third parties. In particular, we will never sell, lease or trade Personal Information.

However, your personal information may be disclosed, if we are required by law to do so.