



## ED'S TRUCK SERVICE PRIVACY POLICY

date effective: December 2017

This privacy policy discloses the privacy practices for Ed's Truck Service. This privacy notice applies solely to information collected by the company via its website and other documentation.

Here is the information our company collects:

TYPE OF INFORMATION	WHAT WE COLLECT	WHO COLLECTS IT	FOR WHAT REASON	WHO USES IT	STORED BY	SHARED WITH
<b>Contact Information</b>	- Name - Address - Postal Code - Phone Numbers - Email Address	- Mechanics - Apprentices - Service Writer - Service Manager - Shop Foreman - Supervisor - General Manager	- to complete sales/transactions - customer service - credit verification - warranties - returns - orders - complaints - because our computer software asks for it	- Service Writer - Service Manager - Shop Foreman - Supervisor - General Manager	-electronic file  - paper file	
<b>Financial Information</b>	- payment card number - payment card expiry date - credit record	- Service Writer - General Manager	- to complete sales / transactions - credit verification - application forms	- Service Writer - General Manager	- electronic file  - paper file	
<b>Purchase Information</b>	- purchase history - product / service preferences	- Mechanics - Apprentices - Service Writer - Service Manager - Shop Foreman - Supervisor - General Manager	- to complete a sales/transaction - customer service - credit verification - warranties - returns - orders - complaints	- Service Writer - Service Manager - Shop Foreman - Supervisor - General Manager	- electronic file  - paper file	
<b>Other Information</b>	- Video or audio security tapes	- General Manager	- because if may be useful in the future	- General Manager	- electronic file	-law enforcement if required

The policy will notify you of the following:

- What personally identifiable information is collected from you through the web site, company documentation or other digital means, how it is used and with whom it may be shared.
- What choices are available to you regarding the use of your data.
- The security procedures in place to protect the misuse of your information.
- How you can correct any inaccuracies in the information.



### Information Collection, Use, and Sharing

We are the sole owners of the information collected. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to get parts for your vehicle

Unless you ask us not to, we may contact you via email or phone, in the future to tell you about specials, new products or services, or changes to this privacy policy.

### Your Access to and Control Over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website, or by clicking the unsubscribe link on the emails we send you. You may:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

## Security

We take precautions to protect your information. When you submit sensitive information via the website, fax or in person, your information is protected both online and offline.

Wherever we collect sensitive information online on the phone or person (such as credit card or personal data), that information is encrypted and transmitted to us in a secure way. On our digital applications, you can verify this by looking for "https" at the beginning of the address of the web page.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment. All paper files collected are filed in a locked cabinet. Our premises are also secured by a monitored alarm system.

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:

**Dan Gauthier - General Manager**  
**35 Bentley Ave, Ottawa, ON K2E 6T7**  
**613-226-3081**  
**edtruck@bellnet.ca**

You may also contact the Privacy Commissioner of Canada for assistance between the hours of 8:30 a.m. to 4:30 p.m. est., at:

**Toll-free: 1-800-282-1376**  
**Phone: (819) 994-5444**  
**Fax: (819) 994-5424**  
**TTY: (819) 994-6591**

or by mail at:

**30 Victoria Street**  
**Gatineau, Quebec**  
**K1A 1H3**

or on the web at:

**<http://www.priv.gc.ca>**