

Privacy Policy

Danrich Controls (1998) Ltd. Privacy Policy

Danrich Controls (1998) Ltd. is committed to protecting the privacy and security of the personal information of individuals with whom we interact, such as our customers, suppliers, neighbours, employees and subcontractors.

We have prepared this Privacy Statement to inform you of the manner the personal information you entrust to us through our business, our website and through our service providers is collected, used, disclosed and protected. This privacy statement also explains how you can contact us to access, correct or delete your personal information from our records.

Danrich Controls respects your right to privacy and takes all issues related to privacy seriously. Danrich Controls maintains full intellectual property control of the information collected on this site. We do not sell, share, rent, or disclose this information to others in ways different from what is disclosed in this statement. Danrich Controls collects information from our users at several different points on this website.

When you purchase our products or services or provide us with your personal information by other means, you are consenting to the collection, use and disclosure of your personal information as set out below.

Collection and Use of Personal Information

For the purposes of this Privacy Statement, "personal information" means information that specifically relates to you. The personal information collected will depend on the circumstances of the collection and may include at least some of the following:

- Name, address and contact information
- Email address
- Service history
- Heating, cooling, indoor air quality equipment/profile/warranty information
- Employment inquiries, applications, resumes
- Credit card/financing/payment, Airmiles® information
- Customer opinions and feedback
- Demographic information

We collect personal information that you provide when you:

- Contact our reception, sales or service desks
- Purchase, order or request information or a quotation regarding our home comfort products or services
- Apply for credit, financing or Airmiles® Rewards
- Provide us with comments or suggestions
- Enter into a contest, draw or respond to our surveys
- Request SaskEnergy Network services

We collect, maintain and use your personal information to provide the service or carry out the transaction you requested or authorized. We ask you to provide us with your personal information for the following purposes:

- Fulfill or process your request for information, quotation, permit, products or services
- Submit your application for financing
- Provide services through the SaskEnergy Network
- Offer you customer support such as tune-up and warranty work reminders
- Do all things necessary to carry out the transaction you requested and develop and maintain our relationship with you and communicate with you.
- Bill you for products purchased or services rendered

- Process Airmiles rewards

We may also collect personal information about you from our service providers.

Disclosure of Personal Information

Danrich Controls will not sell, trade or rent your personal information, without your prior consent, except as otherwise set out herein.

Danrich Controls (1998) Ltd. may share personal information with third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above. Examples include financing, SaskEnergy Network, warranty and gas and electrical permit providers. These service providers also have their own privacy statement that sets out the manner in which they will collect, use and disclose information. We encourage you to review each service provider's privacy statement at the time you submit your personal information for such services.

Legal

Danrich Controls must disclose your personal information to a third party if a law, regulation, search warrant subpoena or court order legally requires or authorizes us to do so. We may also use personal information to assist us in collecting a debt owned by you.

Sale of Business

Danrich Controls also reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed acquisition, disposal or financing or all or any portion of the business, assets, shares or Danrich Controls (1998) Ltd. in order for you to continue to receive the same products and service from the third party.

Knowledge and Consent

Danrich Controls collects your personal information from you only when you voluntarily provide it. Whenever we collect your personal information, you will have a choice regarding whether to provide it, how it may be used and to whom it may be disclosed. Typically, we will seek consent for the use or disclosure of your personal information at the time of collection.

The form of consent that we seek, including whether it is expressed or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances.

You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent at any time, you may contact our Privacy Co-ordinator by phone, mail or e-mail (please refer to our contact information). However, by doing so, you may be limiting or even preventing our ability to provide you with the financing, service or product you desire. We will not, as a condition of the supply of a product or service, require you to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes for which the information is provided.

Accuracy of Personal Information

Danrich Controls uses reasonable efforts to keep your personal information as accurate, complete and current as necessary for the purposes to which you have consented.

How We Protect Your Personal Information

Danrich Controls makes all commercially reasonable efforts to ensure that personal information collected from you is protected against loss and unauthorized access. This protection applies in relation to information stored in both electronic and hard copy form. Access to your personal information is restricted to selected employees or representative. In addition, Danrich Controls employs generally accepted information security techniques such as

physical locks, technological safeguards such as passwords and firewalls, and procedural safeguards to protect personal information against loss or unauthorized access.

Additional Information About our Website

In general, you can visit our website without telling us who you are or providing us with personal information. However, we collect IP (Internet protocol) addresses of all visitors as well as page requests, referral sources, browser type, operating system and average time spent on our site. We collect this information to monitor and improve our site.

Server Logs and Cookie Usage

Danrich Controls does not use cookies. Server logs generate and record generic data, such as the type of browsers and versions which visit danrichcontrols.com. This information is used to ensure that our website remains accessible to our core used groups. This data does not identify users, and cannot be used to gather such information.

Data Transmission

Information passed via forms on danrichcontrols.com is not secure as it uses standard HTTP for data transmission.

Database Storage

We do not store any personally identifiable information in our database. Information in this database consists solely of Danrich Controls's products and services. This information is provided for the benefit of our end users.

Customer Inquires/Contact Us Form

Information collected from the Customer Inquiry form and from the Contact Us form goes directly to Danrich Controls and will be used exclusively by Danrich Controls to answer your questions and comments. As stated above, we do not sell, rent or distribute this information to any other third party.

We offer visitors to our Web site the opportunity to voluntarily provide their contact information so that they may request information or services or offer feedback in our Customer Satisfaction Surveys.

From time to time we may offer visitors and/or customers opportunities to participate in contests. Participation is completely voluntary. Contest information may be collected in those instances and will be used to notify winners and award prizes. Survey information provided will be used to monitor and/or improve services.

Other Websites

Danrich Controls provides links to other websites we feel are of interest to you, the customer. They include manufacturers' website, SaskEnergy's websites, trade organizations and community related websites. However, we do not maintain or control any of the content on these websites and encourage you to contact the webmasters of these sites if you have any questions concerning their web policies.

Other Inquires

Information provided in all other inquires to us (e.g. via telephone or email) will not be sold, rented, shared or disclosed unless it is necessary to resolve the inquiry. You will be contacted prior to our distribution of this information for your permission to do so.

Retention and Disposal of Your Personal Information

Danrich Controls retains your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws and your consent to such purpose(s) remains valid after termination of

our relationship with you. We dispose of information in a manner that ensures the continued security of the information.

Changes to This Privacy Statement

Danrich Controls reserves the right to modify this Privacy Statement at any time without notice. The Privacy Statement posted at any time or from time to time via this website shall be deemed to be the Privacy Statement then in effect.

How to Contact Us

If you have a question, wish to access, correct or delete, your personal information from our records please contact us via mail, email or phone.

By Mail: Danrich Controls (1998) Ltd. Attention: Privacy Coordinator 113 Jessop Avenue Saskatoon, SK S7N 1Y7

By Phone: (306)343-9676 8 am - 5 pm, Monday to Friday (except holidays)

For more information about federal privacy laws, including PIPEDA, contact the Office of the Privacy Commissioner at 1-800-282-1376 or visit <http://www.privcom.gc.ca>