

Privacy Statement

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**
- **Phone number**
- **Email address**
- **Date of birth/Age**
- **Payment card number**
- **Payment card expiry date**
- **Purchase history**
- **Product/service preferences**
- **Customer satisfaction info**
- **Opinions about products and services**
- **Interests and hobbies**

When you visit our web site, we also collect:

- information about your computer, including your IP address, the type of operating system and browser you use, 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:

- **Application forms**
- **Because it may be useful in the future**
- **Complaints**
- **Contests/Surveys**
- **Credit verification**
- **Customer relationship management**
- **Customer service**
- **Delivery services**
- **Marketing**
- **Orders**
- **Returns**
- **To administer a loyalty program**
- **To complete a sale/transaction**
- **Warranties**

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, 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.

Use of personal information for secondary reasons

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

Customer service

- Name
- Phone number
- Email address
- Purchase history
- Product/service preferences

To complete a sale/transaction

- Name
- Phone number
- Email address
- Payment card number
- Payment card expiry date
- Purchase history
- Product/service preferences

Warranties

- Name
- Phone number
- Email address
- Purchase history
- Product/service preferences

Delivery services

- Name
- Phone number
- Email address
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Interests and hobbies

Marketing

- Name
- Phone number
- Email address
- Date of birth/Age
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Interests and hobbies

Credit verification

- Name
- Phone number
- Email address
- Date of birth/Age
- Payment card number
- Payment card expiry date

Customer relationship management

- Name
- Phone number
- Email address
- Date of birth/Age
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Interests and hobbies

Contests/Surveys

- Name
- Phone number
- Email address
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Interests and hobbies

Returns

- Name
- Phone number
- Email address
- Payment card number
- Payment card expiry date
- Purchase history
- Product/service preferences

Orders

- Name
- Phone number
- Email address
- Payment card number
- Payment card expiry date
- Purchase history
- Product/service preferences

Application forms

- Name
- Phone number
- Email address

Complaints

- Name
- Phone number
- Email address
- Purchase history
- Product/service preferences

To administer a loyalty program

- Purchase history
- Product/service preferences

Because it may be useful in the future

- Customer satisfaction info
- Opinions about products and services
- Interests and hobbies

Sharing of personal information with third parties

Sometimes, we also share your personal information with other companies, including:

- **Partners**
- **Suppliers**
- **Third party contractors (such as a courier company or customer relationship management consultant)**
- **None of the above**

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 card, 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.

How do I opt out?

Contact us via email to opt out: info@whirlybird.ca

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:

Whirlybird Business Services

Attn: Carolyn Turner/Owner

Address: 1291 Simcoe St., Moose Jaw, SK S6H 3J5

Phone: (306)694-4759

Email: info@whirlybird.ca

You can 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>

You can also contact your Provincial or Territorial Privacy Commissioner's office for more information:

Provincial and territorial privacy laws and oversight

Alberta

[Office of the Information and Privacy Commissioner of Alberta](#)

British Columbia

[Office of the Information and Privacy Commissioner for British Columbia](#)

Manitoba

[Manitoba Ombudsman](#)

New Brunswick

[Office of the Integrity Commissioner for New Brunswick](#)

Newfoundland and Labrador

[Office of the Information and Privacy Commissioner for Newfoundland and Labrador](#)

Northwest Territories

[Information and Privacy Commissioner of the Northwest Territories](#)

Nova Scotia

[Office of the Information and Privacy Commissioner Nova Scotia](#)

Nunavut

[Information and Privacy Commissioner of Nunavut](#)

Ontario

[Office of the Information and Privacy Commissioner of Ontario](#)

Prince Edward Island

[Office of the Information and Privacy Commissioner \(Prince Edward Island\)](#)

Quebec

[Commission d'accès à l'information du Québec](#)

Saskatchewan

[Saskatchewan Information and Privacy Commissioner](#)

Yukon

[Yukon Information and Privacy Commissioner](#)