

Privacy Policy – SD Hopper Drilling – Dec 2020

Our Commitment to your Privacy

We are committed to providing our customers with the best service possible. Doing business with a Water Well Drilling company, involves providing information about yourself and your property, so protection of your personal information is one of our priorities.

Why do we collect personal information?

When you first become a customer or whenever you acquire services from us, we need to collect some of your personal information. Common purposes for which we collect your personal information are to:

- Enable us to locate where the service or product is required.
- Assist you and assess your ongoing needs.
- Assess your need for other products, such as upgrades.
- Ensure your information is accurate and up-to-date.
- Protect our company and you against error or fraud.

What personal information do we collect?

Personal information is information that identifies you as an individual customer and relates specifically to you. Depending on the purpose(s) for which we need to collect it, we may ask for the following personal information about you, including:

- Basic information such as your name, address, telephone, email address.
- Details about your property such as location of the water well, septic, or other services.
- Occasionally we may also collect payment history.

We may obtain this information from:

- You
- Our files

Who do we disclose your personal information to?

For many of the purposes identified above, we will need to share your personal information with others in order to serve your needs. These other parties commonly include:

- Other professional service contractors working with us, such as directional drilling, equipment rentals, electricians, engineers.
- Providing Water Well Record information to the Ministry of Environment, Climate and Parks..
- Suppliers providing warranty on products.
- Municipal professionals.
- Credit organizations

How do we protect your personal information?

In order to protect your personal information and right to privacy, we will:

- Not collect, use or disclose your personal information for any purpose other than those that we identify to you.
- Keep your personal information only for as long as we need it to fulfill the stated purpose or as required by law.
- Maintain your personal information complete and up-to-date.
- Safeguard your personal information to the best of our ability.
- Respond to any request you may make to access or correct the personal information we hold about you.

Consent:

We may obtain your express consent or we determine that consent has been implied by the circumstances (you have asked us to complete services).

- We might ask you for your express consent in writing, for example in a signed consent or application form.
- We may ask for your express consent in person or over the telephone.
- We may determine that by seeking insurance through our organization, your consent has been implied for us to deal with your personal information in a reasonable manner.

There are also legal exceptions in which we will not need to obtain your consent or explain the purposes for the collection, use or disclosure of your personal information. For example, this could apply when there is an emergency situation, or if it is necessary for your protection or ours.

Our Commitment to your Privacy

We want you to know that you do have choices in this matter. You could refuse to allow us to obtain, use or share your personal information, or you could also withdraw a previously given consent at any time.

However by doing that, depending on the situation, you may be limiting or even preventing our ability to provide you with the service you desire.

For example, if you do not allow us to obtain information about your personal address, it is unlikely that we will be able to provide you with services.

Contact Information and Resources

We are committed to treating you with respect and courtesy, and to providing the highest level of service.

Please contact our Privacy Officer (business owner) at the address below if you:

- Wish to access your personal information.
- Wish to change your consent to the ways in which we may collect, use or disclose your personal information.
- Have a complaint about our privacy policies, or the manner in which we've handled your personal information.
- Have any other questions about our privacy policies, wish to obtain a copy of our Personal Information Policy or request additional information.

We will respond to you promptly and do our utmost to resolve your concerns. To find out more about federal privacy laws, please contact the Office of the Privacy Commissioner at 1-800-282-1376 or visit their website at www.privcom.gc.ca

Sincerely

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