

# GE Betz Canada

## Privacy Policy

In providing products or services to our customers (“you”), **GE Betz Canada** (“we” or “us”) rely heavily on personal information about you to ensure that you, as our customer, are provided with the best products and services possible. We want you to understand what personal information about you we collect and how we use and share it, and what steps we take to protect the security of your personal information.

Protecting your privacy is important to us, and we are committed to doing so. The following privacy policy is part of this commitment. This policy describes:

- I. Information We Collect**
- II. Uses of the Information**
- III. Information We Share with Others**
- IV. Our Security Procedures**
- V. Your Access to Information**
- VII. How This Policy Applies to You**
- VIII. Resources & How to Contact Us**

**I. Information We Collect:** We collect personal information from you such as:

- Business Name
- Contact Name
- Customer Number
- Customer Address
- Phone/Fax
- Email Address
- Preferred Contact Method
- Tax Status
- Customer Type (ie/OEM)
- Credit bureau data
- Banking information
- References
- Payment Terms
- Product Information
- Project Information
- Customer Complaint data
- Credit Card Number
- Expiry Date

from many sources including Purchase Orders, New Customer Account forms, Return Material Authorizations, Customer Portal and via our Customer Survey.

Personal information about you is only collected and used with your consent. Whenever we may need to collect personal information about you for purposes other than the ones described in this Privacy Policy or in any agreement we have with you we will obtain consent for the new collection and uses.

We do not obtain your consent when we collect “publicly available information” about you such as a public directory listing of your name, address or telephone number. “Publicly available information” is not considered to be personal information about you by law and your consent is not required.

**II. Uses of the Information:** We collect personal information about you to: (a) enter into, maintain and carry out our agreements with you; and (b) develop, enhance, market or provide products and/or services to you that may be of interest to you.

Personal information about you will not be used for any other purpose without your consent.

**III. Information We Share with Others:** As described above, in managing our relationship with you, we provide some or all of the personal information about you to third party service providers so that GE Betz Canada can develop, enhance, market or provide products or services to you that may be of interest.

Other than to a) enter into, maintain and carry out our agreements with you; and (b) develop, enhance, market or provide products and/or services to you that may be of interest to you, we do not provide or sell personal information about you to any outside company in order to market their own products or services to you without your explicit permission.

However, we may share personal information on a confidential basis with external service providers who process your personal information only to assist us with the uses that you have consented to or in accordance with applicable law.

We also provide personal information where required by law or in an emergency situation, as permitted by law.

Please note that information such as aggregate information or “blind” data without personal identifiers may be used for business purposes other than those identified above and we may share such non-personal information with third parties.

**IV. Our Security Procedures** The security of personal information about you is very important to us, and we take steps to safeguard it. We maintain physical, electronic and procedural safeguards in compliance with applicable law and industry standards to guard non-public personal information about you. We limit access to personal information about you to those employees and agents who assist us in providing products and services to you. Employees who fail to follow our established standards are subject to disciplinary action. We also require our external service providers to whom we disclose personal information about you to adhere to this Privacy Policy and to establish and maintain information security procedures.

**V. Retention of Information:** We keep personal information about you only as long as we need it or to meet any legal and audit requirements. We have retention guidelines that meet these requirements.

**VI. Your Access to Information:** Personal information provided to us by you, or obtained subsequently with your consent, is maintained in a separate customer file. We manage this customer file from our offices located at 3451 Erindale Station Road, Mississauga, Ontario, L5C 2S9.

You have the right to request access to the personal information in your file or request a correction to it. You may also request that we discontinue maintenance and use of your personal information for the permitted purposes. Such a request, however, may not be completed until there are no longer any remaining obligations between us. Your request may also result in the termination of your relationship with us.

You may access your personal information in several ways. Call 1-866-439-8272 or 905-279-2222 and ask to speak to the Privacy Officer. You may also write to us at 3451 Erindale Station Rd, Mississauga, ON Canada, L5C 2S9.

There is no charge for verifying or correcting information about you. Depending on the circumstances, there may be a charge if you want a copy of records that we have already given you. We will inform you beforehand of any applicable charges.

**VII. How This Policy Applies to You:** If you decide to end your relationship with us, or if we end the relationship, we will continue to adhere to this Privacy Policy. We may amend this Privacy Policy at any time, and we will – as required by law - inform you of such changes.

**VIII. Resources & How to Contact Us:** If you have questions or concerns about the privacy of personal information about you, please call us at 1-866-439-8272 or 905-279-2222. Our representatives will be pleased to help you.

In most cases, a concern is resolved simply by telling us about it and discussing it with us. You should be able to get swift results by talking to our representatives.

But if you still have unresolved concerns, you may contact our Privacy Officer as follows:

GE Betz Canada  
3451 Erindale Station Rd  
Mississauga, ON  
L5C 2S9  
Attention: Privacy Officer  
Phone: 905-272-7472 or 1-866-439-8272  
Fax: 905-279-0020  
e-mail: roger.jacklin@ge.com

If the issue is still not resolved to your satisfaction, you may file a complaint with the Privacy Commissioner of Canada at [privcan@fox.ntsnc.ca](mailto:privcan@fox.ntsnc.ca) or by calling 1-800-282-1376.