

Sym-Tech Privacy Policy

An organization entrusted with personal information about its clients and associates has a responsibility to protect the privacy of that information. Sym-Tech Inc. takes this responsibility very seriously. Clients and associates of the company should expect nothing less.

To that end, Sym-Tech Inc. has established a Privacy Policy to protect the privacy rights of its clients, employees and others. This policy relates to the collection, use and disclosure of personal information by Sym-Tech Inc., and any subsidiary, affiliate or related party of Sym-Tech Inc. (collectively, "Sym-Tech").

Our ten privacy principles

Sym-Tech is committed to maintaining the accuracy, confidentiality and security of your personal information. As part of this commitment, Sym-Tech has adopted the following ten principles.

Principle #1: Accountability

Sym-Tech is accountable for all personal information in its possession or custody, including any personal information disclosed to third parties for processing or other administrative functions, and for professional standards purposes.

Sym-Tech has designated a Chief Privacy Officer to be accountable for overall privacy protection and compliance. Sym-Tech's Chief Privacy Officer can be reached at 150 West Beaver Creek, Richmond Hill, Ontario, L4B 1B4 or by e-mail privacyoffice@sym-tech.ca.

Principle #2: Identifying Purposes

Sym-Tech shall identify the purposes for which personal information is collected either before or at the time the information is collected.

Principle #3: Consent

The knowledge and consent of an individual are required for the collection, use, or disclosure of personal information, except where otherwise provided by law. Generally, Sym-Tech will seek consent to use and disclose personal information at the same time it collects the information. However, consent may be implied from an individual's actions.

Principle #4: Limiting collection

Collection of personal information shall be limited to that which is necessary for the purposes identified by Sym-Tech, and information shall be collected by fair and lawful means.

Principle #5: Limiting use, disclosure and retention

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by applicable law, rules or regulations. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

Only Sym-Tech's employees with a business need-to-know, or whose duties reasonably so require, are granted access to personal information about our clients. On occasion, Sym-Tech may need to disclose personal information to other parties about its clients. Sym-Tech ensures that when it transfers its customer's personal information to third parties, it is done with the strict understanding that it is for a specific, legitimate business purpose.

Principle #6: Accuracy

Personal information shall be as accurate, complete, and up-to-date as is necessary to fulfill the purposes for which it is to be used.

In some cases, Sym-Tech relies on its clients and employees to ensure that certain information, such as their address or telephone number is current, complete and accurate. Sym-Tech will not routinely update personal information unless it is necessary to fulfill the purposes it was collected for or if it is required to maintain an active account.

Principle #7: Safeguards

Personal information shall be protected by security safeguards appropriate to the sensitivity level of the information.

Sym-Tech will protect personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures, regardless of the format in which it is held.

Sym-Tech will generally protect personal information disclosed to third party service providers by contractual agreements stipulating the confidentiality of the information and the purposes for which it is to be used. All of Sym-Tech's employees with access to personal information will be required to respect the confidentiality of that information. Sym-Tech will use appropriate security measures when disposing of personal information.

While Sym-Tech makes every effort to secure all communications within our control and on our premises, please be advised that no method of delivery is absolutely secure and any communication of personal information may be accidentally or deliberately intercepted by third parties.

Principle #8: Openness

Sym-Tech shall make information available to its dealer clients, consumers, and employees about the policies and practices that apply to the management of their information.

Principle #9: Individual access

Upon request, an individual shall be informed of the existence, use and disclosure of their information, and shall be given access to it. An individual may verify the accuracy and completeness of their information, and may request that it be amended if appropriate.

Principle #10: Challenging compliance

Questions or complaints with respect to privacy and the Sym-Tech privacy policy or practices may be directed to designated people within Sym-Tech.

Please contact our Privacy Officer to obtain further information about our policies and procedures or if you have any unresolved inquiries or concerns. We will respond to you promptly and do our utmost to resolve your concerns.

Our Privacy Officer can be contacted as follows:

Mail: Sym-Tech Inc.

150 West Beaver Creek Road

Richmond Hill, ON

L4B 1C6

Attention: Privacy Officer

Email: privacyoffice@sym-tech.ca