

SYM-TECH DEALER SERVICES

PRIVACY POLICY

All organizations entrusted with personal information have a responsibility to protect the privacy of that information. Sym-Tech Dealer Services (“Sym-Tech”) takes this responsibility very seriously.

Sym-Tech has established a Privacy Policy to protect your privacy rights. This Privacy Policy explains why we collect your personal information, how we use it and how we keep it secure.

HOW AND WHY DO WE COLLECT PERSONAL INFORMATION?

Sym-Tech collects your personal information from your automotive dealership when you purchase a product or service that we offer, market or administer. We may also collect information from you directly or through your automotive dealership or repair centre when you have made a claim.

We collect this information in order to: (a) provide you with the protection product or service you purchased; (b) provide you with requested information; (c) process your claim; and (d) for market research purposes.

It is important that you understand that we require certain personal information in order to provide you with our products or services. If you do not consent to our collection, use and disclosure of this information as set out in this Privacy Policy, or in your applicable customer contract, we, unfortunately, will not be able to provide you with the products and services that you have requested.

WHAT PERSONAL INFORMATION DO WE COLLECT?

We collect information that is necessary for the purposes described above. This may include information required to identify or contact you such as your name, number or email address; information required to assess your eligibility for certain products or services such as your employment history or other financial information; or information in order to assess or administer your claim.

HOW DO WE SHARE YOUR PERSONAL INFORMATION?

In order to fulfill our obligations to you or to fulfill certain administrative obligations that we may have with third parties from whom you have purchased a product or service, we may be required to share your personal information. Your personal information may be shared with your automotive dealership or repair centre, a third party from whom you have purchased a product or service, a lienholder who has advanced money to you to purchase a product or service, our affiliates, our underwriters or certain other third party service providers whose services we use to discharge our obligations to you. All third parties with whom we share your personal information are required to use your personal information only for the purpose of carrying out the services that they are providing to us. We never sell your personal information.

HOW LONG DO WE RETAIN YOUR PERSONAL INFORMATION?

The length of time that we keep your personal information depends on the products and services that you have purchased. In all cases, we abide by our internal records retention practices that meet our legal obligations and our obligations to you.

SAFEGUARDING

We use robust measures to ensure the security of your personal information. In order to prevent the unauthorized access, use or disclosure of your personal information, we employ appropriate security measures and access rights which are appropriate to the sensitivity of your information. This includes a combination of physical security measures (e.g. restricted access to areas of our offices where personal information may be stored), procedural measures (e.g. limiting access to those of our personnel who need to know the information) and technological measures (e.g. firewalls and advanced monitoring tools to guard against non-permissible data access).

INFORMATION MAY BE KEPT OUTSIDE OF CANADA

Third party service providers to whom we disclose your personal information pursuant to this Privacy Policy may be located outside of Canada. These service providers are subject to the laws of their jurisdiction and they may be required to disclose your personal information if there is a demand from their local authorities.

CHANGES TO YOUR INFORMATION

We take care to ensure the accuracy of your information. If you believe that the information that we have on file for you is incorrect, please contact us so that we can make any necessary corrections.

CONTACT

To update your personal information, or if you have any questions about our Privacy Policy, please write to us at:

Sym-Tech Dealer Services
Attention: Privacy Officer
35 West Pearce Street
Richmond Hill, ON L4B 3A9

privacyoffice@sym-tech.ca

CHANGES TO OUR PRIVACY POLICY

We may make changes to our Privacy Policy from time to time. The most current version of our Privacy Policy is posted on our website at sym-tech.ca.