

Privacy Statement

The protection of personal information is important to Border Roofing Inc. and we have a policy and procedures dealing with the protection of privacy. Any questions about this policy can be directed to our Privacy Officer, at tammy@borderroofing.ca. or 780 672-6746

Our employees play an important role in protecting personal information. Our employees are required to adhere to this policy and take all reasonable steps to ensure that personal information is protected from unauthorized access.

Although we deal commonly with other companies and in those cases do not collect personal information other than business contact information, we also deal with individual customers. We collect the personal information of our individual customers in order to administer the contract for products and/or services. When dealing with these individual customers we collect the following types of personal information:

1. Customer name;
2. Customer address and telephone number;
3. Address of where work was performed;
4. optional: email;

This personal information is collected for the following purposes:

1. In order to contact the customer for instruction and billing purposes;
2. For the administration of the contract for services;
3. Warranties

We only collect personal information directly from the customer except when we have the customer's consent to collect information from elsewhere or are permitted by law to collect it without the customer's consent.

We only use a customer's personal information for the purposes outlined above. If we need to use the personal information for any other purpose we will contact the customer and obtain consent prior to that use.

We disclose customers' personal information to the following third parties:

1. Our Lawyers & Insurance Companies,

We disclose this information in order to resolve:

1. disputes
2. collections of funds owed
3. insurance issues.

We do not disclose personal information to third parties for any other purposes.

Our customers have the right to withdraw consent for our collection, use or disclosure of their personal information at any time. However, if a customer does so it may affect his/ her ability to obtain the product or service he/she requires. If a customer wishes to withdraw consent, or has any questions about withdrawing consent, he or she can contact our Privacy Officer.

Business contact information is not protected by this policy. This type of information is not considered to be personal information and may be collected, used and disclosed without consent.

Consent

In most cases customers consent to us collecting, using and disclosing personal information for the purposes outlined above by simply agreeing to provide us with the personal information.

Storing your Personal Information

We only keep personal information for as long as is necessary for the purposes outlined above. This may include keeping the information after a project is completed in order to resolve any problems or concerns that may arise. We are also required by law to maintain certain records for set amounts of time. We have appropriate safeguards in place to protect personal information and when we no longer need the information it is destroyed.

Our customers have the right to access the personal information we hold about them. A customer can access his/her personal information by making a request to our Privacy Officer. The Officer will provide the necessary forms and assistance to make the request and obtain the information. If the customer believes that some of the personal information is incorrect he or she can request that the information be corrected.

We may charge our customers for out-of-pocket expenses in responding to an access request. If we decide that a charge is appropriate we will provide the customer with a written estimate prior to providing access. Any concerns with the estimated charge should be directed to our Privacy Officer.

We apply our best efforts to protect our customer's privacy. If our customers have any concerns they are free to contact our Privacy Officer. We hope that the Officer will be able to resolve any problems. If concerns are not resolved, the Officer can provide information on making a formal complaint.