

PRIVACY POLICY

H. B. Electric Ltd

Your privacy is important to H. B. Electric Ltd... (referred to as we in this policy) and the purpose of this policy is to tell what personal information we collect about you, how we use it, whether we disclose it to anyone else, how long we keep it and how you can request access to your personal information or obtain more information about H. B. Electric Ltd.'s privacy policies.

H. B. Electric Ltd., means and Associated Companies.

Personal Information: Personal information means any information about you, by which you could be identified. It does not include contact information.*

*Definition: Contact information means information to enable an individual at a place of business to be contacted and includes the name, position name or title, business telephone number, business address, business email or business fax number of an individual.

Accountability

We are responsible for the personal information under our control and we have designated Dave Prangle as Privacy Officer for H. B. Electric Ltd. He is responsible for our compliance with this policy and with the Personal Information Protection Act. If you wish to contact Dave Prangle you can do one of the following:

- by telephone at (250) 748-9245
- by facsimile at (250) 748-9235
- by email – davep@hb-electric.com
- by mail at #18-4970 Polkey Road, Duncan, BC V9L 6W3

What Personal Information do we Collect?

If you:

1. Have requested a quotation
2. Have work or services performed by H. B. Electric Ltd.
3. Have computer wiring
4. Purchase any related products
5. Have any repairs or adjustments to your existing electrical system.

We may collect some or all of the following personal information.

- name, home address and home telephone number
- e-mail address and facsimile number

- Information regarding previous electrical work and the date such work was completed.

The Security of your Personal Information is important to Us

Your personal information is used by us only for the purposes identified below and access to your personal information is limited to those employees and electrical contractors of H. B. Electric Ltd., who need to have access to it.

Customer privacy:

All customer information is kept strictly confidential as is required by the Personal Information Protection Act. In the event that you want your information shared with anyone other than as required by law, you must sign an authorization. Customer confidentiality is of the highest priority at H. B. Electric Ltd.

How do we use your Personal Information?

Your personal information may be used by us to provide products and services to you such as: providing information on new products. To provide you with a reminder that your electrical wiring may be due for an inspection or to provide you with information about products and services we have to offer and which we think might be of interest to you. We also use this information to provide you with warnings about certain products as provided by the manufacturer of those products.

Sometimes we have to Share your Personal Information with Others

We do not sell your personal information to third parties. We may share some or all of your personal information with third parties such as companies which provide or insure warranties relating to electrical or other products. We may also disclose your personal information where we are required by law to do so.

How long do we keep your Personal Information?

We retain your personal information for as long as you are a customer of H. B. Electric Ltd. or seven years if we have not had any contact with you during that time. If there are legal requirements relating to the period of time which we must retain your personal information, we comply with those requirements. We are also mandated by the Personal Information Protection Act of British Columbia with the proper storage, security and destruction of customer records.

What you can do if you wish to limit our use of Your Personal Information?

Most of the personal information which we collect is necessary for us to provide you with the best electrical equipment and services. If you do not want us to use or disclose your

personal information in a particular way, please contact our Privacy Officer, as described above and we will be pleased to discuss with you how we can limit collection, use or disclosure of your personal information.

You can Request Access to Your Personal Information

You have a right to access the personal information which we have about you and to request that personal information which you believe to be inaccurate be corrected. If you wish to access your personal information you should contact, our Privacy Officer, who will be pleased to assist you.

Questions? Concerns?

If you have any questions or concerns about this Privacy Policy or about the collection, use and disclosure of your personal information by H. B. Electric Ltd. Please contact our Privacy Officer, as set out at the beginning of this policy and we will try to address your concerns.

Signed: _____

Dave Prangley
President

Signed: _____

Dave Prangley
Privacy Officer