

Website Privacy Policy

Privacy of personal and commercial private information is an important principle to City Electric Supply Corporation (“CES”).

We are committed to protecting the online information of our account holders, customers and visitors to our website at www.cityelectricsupply.com (the “Website”). We ensure that we take the necessary measures to meet the privacy standards applicable to you.

Please read the following privacy policy to understand how we use and protect information that you provide to us. This document describes our policies for ensuring the privacy and confidentiality of your personal and commercial private information.

Who We Are

CES is a distributor of electrical products with over 68 branches in Canada. Our Head Office is located at 10 Perdue Court, Unit 6, Caledon, Ontario, L7C 3M6, Telephone (905) 495-0535.

How We Collect Information

We may collect information which you voluntarily submit via forms, surveys or feedback forms or via interactive areas that appear on our Website from time to time.

We monitor traffic patterns of visitors to our Website and track site usage to help us maximize the utility of our website. We collect information about the usage of our Website using Cookies and Google Analytics.

Cookies are small text files that are transferred from our Website and stored on your computer's hard drive. They enable our Website to "remember" who you are. Most browsers are automatically set to accept cookies but you should be able to configure your browser to restrict cookies or block all cookies if you wish. If you disable cookies you should still be able to use the Website but it may adversely affect your ability to use certain areas.

We also use the Google Analytics Tool to collect and analyze Website statistics. As required by Google Analytics please be advised of the following:

“This website uses Google Analytics, a web analytics service provided by Google Inc. (“Google”). Google Analytics uses “cookies”, which are text files placed on your computer, to help the website analyze how users use the site. The information generated by the cookies about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States. Google will use information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer information to third parties where required to do so by law, or where such third parties process information on Google’s behalf. Google will not associate your IP address with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of this website. By using this website,

you consent to the processing of data about you by Google in the manner and for the purposes set out above.”

What We Use Your Information For

We may use your information for marketing purposes (for example to send you information about our products, services and any promotions).

We will use your information to provide you with access to our Website and to personalize the content of this Website.

We may use your information to carry out marketing analysis and to make general improvements to our Website or the products or services we offer.

We may also contact you from time to time for feedback on your use of our goods, services or Website.

We will not use your information for marketing purposes or to contact you for feedback if you have asked us not to do so.

With Whom We May Share Your Information

We may share your information with our group companies from time to time for administrative purposes and so they can provide you with any information, products or services you have requested.

We may allow third parties who supply services to us or who process information on our behalf (for example our online payment provider or credit reference agencies) incidental access to your information. However, we will ensure that they keep your information secure and they do not use it for their other purposes.

CES does not sell, trade or rent your information to others. We may choose to do so in the future with trustworthy third parties, but you can request that we do not by e-mailing us at? (If you use more than one e-mail address to communicate with us, send this message from each e-mail account you use.) Also, CES may provide aggregate statistics about our customers, traffic patterns and related site information to reputable third party vendors, but these statistics will include no personal identifying information.

Our Website may contain links to other websites such as suppliers of products that we carry. CES is not responsible for the privacy practices or the content of such websites. We cannot protect your information if you provide it to one of the sites we are linked to.

We may share your information with another organization for the purpose of corporate transactions with CES. However, we will ensure that they keep your information secure and they do not use it for their other purposes.

We will disclose your information if we are required to by law.

Protecting Your Information

We understand the importance of protecting personal and commercial private information. For that reason, we have taken the following steps:

- Collected information that is retained, whether in paper or electronic form, is either under supervision or secured in a locked or restricted area.
- Personal and commercial private information is kept only as long as needed.
- We destroy paper files containing personal and commercial private information by shredding. We destroy electronic information by deleting it and, when hardware is discarded, we ensure that the hard drive is physically destroyed or completely reformatted.
- Unless we obtain your written consent, credit card, banking and other financial information is destroyed immediately after the completion of the services for which you provided that information to us.
- Electronic hardware is either under supervision or secured in a locked or restricted area at all times. Passwords are used on computers.
- Electronic information is transmitted either through a direct line or is encrypted or password protected.
- Our employees are trained to collect, use and disclose personal and commercial private information only as necessary to fulfill their duties and in accordance with our privacy policy.
- Any external consultants with access to personal and commercial private information must provide us with appropriate privacy assurances.
- We regularly review our privacy measures and compliance with those measures.

Your Rights

You have the right to see any information we hold about you. We ask that any such requests be made in writing with sufficient identifying information to enable us to locate your information as quickly as possible.

We will respond to your request promptly and will ensure that you are provided with access to the information no later than 30 days from the date of your request. We reserve the right to charge a nominal fee for such requests.

You have the right to correct any errors in information we hold about you. Please inform us about changes to your details so that we can keep our records accurate and up to date.

You have the right to opt out of receiving any marketing material from us or any third party at any time.

Your Consent

By using our website, you consent to the collection and use of your information by CES. If we decide to change our privacy policy, we will post those changes on this page so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it.

Further Information

Our Privacy Information Officers ensure our compliance with the criteria set out by Federal and Provincial privacy legislation. They will provide you with information regarding our practices and respond to any concerns you may have.

Our Privacy Information Officers can be reached by sending an email providing the details of your inquiry to CESprivacyinformation@cityelectricsupply.com

One of our Privacy Information Officers will acknowledge receipt of your email and respond to your inquiry in writing. Any written complaints regarding our privacy practices will be investigated promptly and following that investigation you will be provided with a written response.

This policy is made under the Federal *Personal Information Protection and Electronic Documents Act (PIPEDA)* and comparable Provincial legislation, where applicable.

For more general inquiries, the Information and Privacy Commissioner of Canada and Provincial Commissioners, where applicable, oversee the administration of the privacy legislation in the private sector.

The Commissioners act as ombudsmen for privacy disputes. Information regarding how you can reach the Information and Privacy Commissioner can be obtained from our Privacy Information Officer.