

## **1. Privacy Policy**

Hi-Tech Business Systems Ltd. (“Hi-Tech”) is committed to maintaining the highest possible standards possible while serving its customers and clients. Hi-Tech also knows how important it is to protect the personal information you share with us.

Whether you are already a customer or are interested in learning more about the products and services that Hi-Tech provides, Hi-Tech has adopted a Privacy Policy (“Policy”) tailored to properly manage and protect the personal information of all individuals to whom the Policy applies. This Policy may be amended as needed from time to time. If there is a change to the Policy, we will make all reasonable attempts to inform you of any of those changes.

The Policy covers the use, collection and disclosure of all personal information provided to Hi-Tech following any contact, communication or dealings you may have with us, whether it is in person, over the telephone, via email or our website. The Policy has been developed in order to comply with all Canadian and Provincial privacy laws including the *Personal Information Protection and Electronic Documents Act* (PIPEDA), *Alberta Personal Information Protection Act* (PIPA) and Canadian Anti-Spam legislation.

## **2. What is Personal Information**

Personal information means any information that can be used separately or together with other available information to identify an individual. This may include your name, address, email address, age, SIN number, credit, financial and or other personally identifiable information provided by you. Other information that is publicly available like business contact information or publicly listed names, phone numbers or other information is not generally considered personal information.

## **3. Consent**

By reading this Policy, you understand the need and purpose for the collection, use and disclosure of the personal information you provide us as well as the benefits and risks associated with it. By providing us with your personal information, you consent to the collection, use and disclosure of that information as provided by the terms of the Policy. The choice to provide us with that information will always remain yours. Depending on the type and sensitivity of the personal information provided by you, further consent may or may not be also required.

#### **4. Use of Information**

This Policy is meant to balance your need for privacy and our need to collect, use and disclose personal information for legitimate business purposes. This will help us maintain our current relationship with you and to continue providing the highest level of customer services, support and products that we can. The type, extent and use of the personal information will vary depending on the circumstances.

The personal information Hi-Tech collects is used primarily for the following reasons, not all of which may apply to every individual:

- To provide appropriate customer services and support.
- Maintaining proper contact and financial information for current customers and those interested in leasing products through Hi-Tech.
- Verifying customer information and ensuring that Hi-Tech has sufficient credit and financial information in order to properly evaluate their financial fitness, including conducting credit investigations, bank checks, credit checks, reports and any other relevant information concerning the customer's credit fitness.
- To respond to requests for news and other updates regarding the services and products Hi-Tech provides that may be of interest to you.
- Manage risk, or to detect, prevent, and/or remediate fraud or other potentially prohibited or illegal activities.
- Maintain appropriate business records to meet legal, regulator, financial and security requirements.
- To conduct research on market demographics and other criteria in order to better tailor the products and services we provide to our customers.
- To provide targeted marketing and advertising, service update notices and promotional offers.

Any personal information you provide will only be used for these purposes listed above, as otherwise permitted or required by law or for any additional purposes for which we have obtained your consent and will not be sold to any third parties.

#### **5. Disclosure of Information**

Hi-Tech knows how important it is to keep your personal information safe and secure. We may share your information with our employees, affiliates, partners, contractors,

consultants and other parties who may require that information to assist us in providing the high quality products and services that Hi-Tech is known for, including but not limited to leasing companies, credit card issuers, product service depots, warranty providers and delivery services. The limited disclosure of personal information to third parties may be necessary in order to deliver the products and services we provide to you.

## **6. Collection of Information**

Personal information collected will be limited to the information necessary to fulfill the purposes that Hi-Tech has outlined in this Policy. While the majority of personal information we collect will come directly from you, we may also receive information from third parties, provided that those third parties have properly obtained that information from you.

## **7. Use of Cookies and Other Technology**

Portions of the personal information that we receive may be collected through our website without you actively providing that information to us. By visiting our site, our servers may automatically collect information such as a visitor's IP address and other information. Despite the fact that some information may be recorded, Hi-Tech does not use 'cookies' (small text files of information that are commonly used by servers in order to track your use of the website). Any information collected by our servers is not linked to any other data that you provide that would enable Hi-Tech to identify individual visitors. However, Hi-Tech may review server logs for security purposes, such as detecting illegal intrusions into the network in which cases, information collected could be used to identify individuals in instances where they have committed criminal and/or unlawful acts.

## **8. Retention**

Hi-Tech will only retain your personal information for as long as it is necessary to achieve the purposes listed above or as otherwise required by law. Hi-Tech will establish and maintain a file regarding all personal information collected which will be stored by Hi-Tech either at the nearest store location where that information is provided or at their head offices located in Grande Prairie, AB. That information will only be accessible by employees of Hi-Tech that are reasonably required to review and assess that personal information.

## **9. Notification of Security Breaches**

Should Hi-Tech become aware of any data breaches that results in the loss of, unauthorized access to or disclosure of any personal information provided by its customers, Hi-Tech will notify any impacted individuals as soon as feasible in order to notify them of the breach and steps that may be taken to reduce any potential harm in compliance with the mandatory breach notification requirements set out in the *Breach of Security Safeguards Regulations* issued under PIPEDA.

## **10. Access to Information**

All of our customers and clients have a right to access their own personal information that has been collected and is under our control. You may make a request to access your personal information by contacting our Privacy Officer at the contact information below. You should provide sufficient information in your request to allow us to identify the information you are seeking and the reason why it is being requested.

## **11. More Information**

If you have any questions, concerns, would like any additional information regarding the Policy or if you would like to withdraw your consent, feel free to direct your inquiries to Hi-Tech at the following: [info@hitechgp.com](mailto:info@hitechgp.com) or 1-800-491-4434.