

Privacy Policy

At **DrainRooter Plumbing**, we respect our customers' rights to personal privacy. It has always been our priority to safeguard any information provided by our customers, and we are committed to full compliance with the Privacy Laws that relate to our businesses. Our privacy policy is based on the ten principles that are set out in the Canadian Federal Privacy Law and are the basis of the Privacy Laws in the provinces in which we have customers.

This statement is meant to describe what types of identifiable information about our customers ("Personal Information") we collect and use, why we do so and whether and to whom we disclose it. This statement is also meant to describe how you can contact our Privacy Officer with any inquiries or complaints, or to exercise your rights under the Privacy Laws, including your right to access and correct your Personal Information.

What Types of Personal Information Do We Collect, and Why?

When customers order our products or services, we ask for their name and contact information (address, telephone number and email), information about the product or service ordered and banking information (if payments are to be debited directly to the customer's bank account). On occasion we may receive Personal Information about a customer from one of our dealers. If we are proposing to extend credit to a customer, we may obtain and refer to a consumer report containing credit information that is not personal information as defined by credit reporting laws.

We also keep records of the customer's use of our products and services, and the handling of any customer inquiries, complaints or praise. Our primary purposes in collecting and using Personal Information are to provide our products and services to customers, to administer their accounts (including billing and collection), and to provide them with support services (including information about maintenance and safety).

We may also use Personal Information to inform our customers of new products and services we feel may be of interest to them, or to ask their opinions. However, we will not do so at the customers' request. Personal Information may also be used to compile marketing and other statistics for use by DrainRooter Plumbing, in the aggregate, so that the customer is no longer identifiable.

During our interactions with you (on the telephone or online), we may monitor and/or record your conversations with our representatives for our mutual protection & to enhance the overall customer experience.

When browsing our websites, we may monitor and/or record your browsing habits, at times using tracking software in the form of "cookies" (text files containing unique identification numbers identifying your Internet browser, but not necessarily your identity). These cookies allow us to collect and store information (i.e., type of Internet browser and operating system; date, time and duration of the visit to our website; the website from which you linked to our website; and the pages you visited while on our website and how long you stayed). This information is used to enhance the overall user browsing experience.

If you are uncomfortable with the use of cookies, you can manage and control them through your browser, including removing cookies by deleting them from your 'browser history' (cache) when you leave the site. Unless you actively submit your Personal Information while on our website however, we would not normally be able to determine the identity of visitors to our website.

We keep Personal Information for a reasonable period of time in order to fulfill our primary purposes, or in accordance with usual business practices. Personal Information may be kept longer if required or permitted by law.

Do We Disclose Personal Information?

Unless the customer authorizes us to release it, or release is required or permitted by law, we will not disclose Personal Information to third parties. In particular, we will never sell, lease or trade Personal Information to third parties without the customer's consent.

However, in order to better provide customers with our products and services, we share Personal Information with other DrainRooter Plumbing businesses or suppliers who perform services on our behalf and with whom contracts have been signed that obligate that third party to adhere to our privacy policies and practices.

We also share information with our dealers in order to handle any complaints or problems. We provide information on our dealings with customers to credit reporting agencies, credit bureaus and financial institutions. There may, of course, be situations in which the Privacy Laws permit us to disclose Personal Information without consent, such as compliance with a warrant, subpoena or court order.