

## **M & T Glass - Privacy Statement**

**M & T Glass** values you as a client and takes your personal privacy seriously. As such, we would like to inform you of our policies for collecting, using, securing, and disclosing nonpublic personal information to third parties. Our principles for protecting your personal information are based on the Canadian Standards Association Model Code as set out in Canada's *Personal Information Protection and Electronic Documents Act* (PIPEDA).

### **What is personal information?**

It is information about an identifiable individual and can include an individual's name, address, phone number, e-mail address, education, employment history, identification numbers, income, credit and loan records. It **does not** include the name, title, business address, or business telephone number of an employee of an organization.

### **What does your privacy mean to us?**

Our Privacy Code describes the principles **M & T Glass** will use to protect the privacy of **personal** information in its possession or control. This Privacy Code does not apply to information about business clients who carry on business as corporations, partnerships, or in other forms of association. **M & T Glass** does, however, protect the confidentiality of such information in accordance with the law and **M & T Glass'** own policies. This Privacy Code does apply to information about business clients carrying on business in sole proprietorships.

We keep your personal information and the business you do with us in strict confidence;

You have control over how we obtain, use, and give out information about you;

Your personal information is not sold;

You have access to the information we have about you; and

We respect your privacy when we market our products and services.

### **Why do we collect your personal information?**

Personal information can only be used for the purposes for which it was collected.

We collect and use your personal information to develop, offer, and manage the various products and services provided by our company; to detect and prevent fraud, and to help safeguard the financial interests of **M & T Glass** and its clients; to meet legal and regulatory requirements; and to meet personnel requirements. We only collect and use personal information that we believe is necessary for the purposes indicated to you, either before or at the time the information is collected.

### **Who has access your information?**

Only authorized employees and officers of **M & T Glass** that need to see this information to provide services to you have direct access to this information. We never sell your information or disclose it to anyone else without your prior consent, unless we are legally obligated to do so.

### **What are our safeguards for protecting your information?**

Our security safeguards protect your personal information against loss or theft, as well as unauthorized access, use, copying, modification, disclosure, or disposal. **M & T Glass** protects personal information regardless of the format in which it is held.

## How do you gain access and verify your personal information?

Upon written notice to **M & T Glass** you may check your personal information on file to: verify it, challenge its accuracy and completeness, update, and correct it, and to have any obsolete information removed. You can expect that it will take 30 days for us to gather the information and you will be advised of any cost associated with providing you with a copy of your personal information record.

## How do you contact us?

We are committed to upholding **M & T Glass** privacy policies in compliance with PIPEDA. Our Privacy Officer is your point of contact if you wish to raise any matters regarding your personal information, its collection, use, storage and disclosure. For information, questions, or concerns on **M & T Glass** privacy issues contact:

**Telephone: 613-745-7158**  
**Facsimile: 613-745-5140**  
**E-mail: [info@mtglass.com](mailto:info@mtglass.com)**

The following statements disclose our information gathering and dissemination practices.

### Information You Explicitly Provide/Request:

#### - Order Form

To process your order, we require information such as your name; billing address, phone number, email address, shipping address, etc. The information we collect is solely for the purposes of processing your order, or for contacting you if necessary.

#### - E-mail Notification

If you supply us with your email address for, WE DO NOT PROVIDE YOUR EMAIL ADDRESS TO ANY THIRD PARTIES. Also, we will not send unsolicited emails to your address. Your email address is strictly used for the purposes outlined in the email notification section. You may also cancel the notification by email at anytime.

#### - Our Website ([www.mtglass.com](http://www.mtglass.com))

Our website may contain links to other sites. **M & T Glass** cannot be held responsible for the privacy policies and practices or the content of such websites. If you have concerns, please read the security and privacy policies of those websites.

#### - Disclosure of Information

At no time do we sell, share, or otherwise make your personally information available to any third party. **M & T Glass** will, however, comply with any lawful Canadian court orders, valid search warrants, subpoena or other mandatory disclosure required by law.