

Paramount Windows Privacy Policy

Introduction

Paramount Windows Inc. (“Paramount Windows”, “we” or “us”) values the trust that you have shown in our business and, in turn, we are committed to maintaining the accuracy, confidentiality, and security of your personal information. To that end, and in accordance with the Personal Information Protection and Electronic Documents Act, we have adopted this privacy policy.

This policy explains how Paramount Windows collects, uses, discloses and safeguards the personal information provided to us either directly by you or by a third party.

By providing personal information to us or authorizing a third party to provide your personal information to us, you signify your consent for Paramount Windows to collect, use and disclose your personal information in accordance with this privacy policy.

For purposes of this privacy policy, "personal information" shall mean any information that can identify an individual directly or through other reasonably available means. Personal information will not include an individual's business address or business telephone number.

Principles

As part of our commitment to treat your personal information with respect, Paramount Windows operate in accordance with the following ten principles:

Principle 1: Accountability

We will maintain and protect the personal information under our control. We have designated an individual who is accountable for compliance with the Principles.

Principle 2: Identifying Purposes

The purposes for which personal information is collected by us will be identified to you before or at the time the information is collected.

Principle 3: Consent

Except where required or permitted by law, your informed consent is required for our collection, use or disclosure of your personal information.

Principle 4: Limiting Collection

The personal information collected by us shall be limited to those details necessary for the purposes identified by you. Information shall be collected by fair and lawful means.

Principle 5: Limiting Use, Disclosure and Retention

We will only use or disclose your personal information in accordance with the purposes for which it was originally collected unless you have otherwise consented, or when it is

required or permitted by law. We will retain your personal information only for so long as is required to fulfill the purpose for which it was collected or as required by law.

Principle 6: Accuracy

We shall make every reasonable effort to ensure your personal information is maintained in an accurate, complete and up-to-date form.

Principle 7: Safeguarding Customer Information

Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

Principle 8: Openness

We shall make readily available specific, understandable information about our policies and practices relating to the management of personal information.

Principle 9: Customer Access

Upon your request, we shall inform you of:

- (i) the type of personal information we have collected;
- (ii) how we have used your personal information in the past, and how we may in the future; and
- (iii) whether or not we have disclosed your personal information to any third parties (and, if so, to whom).

Individuals may verify the accuracy and completeness of their personal information, and may request that it be amended, as appropriate. Please note that before we are able to provide you with any information or correct any inaccuracies, we may ask you to verify your identity and to provide other details to help us to respond to your request.

Principle 10: Handling Customer Complaints and Suggestions

Customers shall be able to question our compliance with the above principles or our information handling practices by contacting:

Roberta McCallum

Phone: 204-233-4966

Toll-Free: 1-800-519-0508

Why We Gather Personal Information

At Paramount, we gather and use personal information to provide you with the services you have requested.

We only use personal information for the purposes that we have disclosed to you. If for any reason your information is required to fulfill a different purpose, we will obtain your consent before we proceed.

Types of Information We Collect

The following is a description of the type of personal information that we may ask for to proceed with an order:

105 Panet Road, Winnipeg, MB, Canada, R2J 0S1

Telephone 1-204-233-4966 or 1-800-519-0508

Email customersupport@paramountwindows.com

- Name
- Home phone number
- Home address and postal code
- Email address
- Credit card information (in the case of payment by credit card)
- Manitoba Hydro account number (in the case of a Manitoba Hydro loan)
- Credit information (in the case of a purchase on credit)

The choice to provide us with your personal information, either directly or through a third party, is always yours. However, your decision to withhold particular information may result in a limitation of our ability to provide you with the services or products you request.

How We Collect Such Personal Information

We may gather such personal information from you in person, over the telephone or by corresponding with you via mail, facsimile or e-mail.

In the event of a purchase on credit, we will obtain your credit information from B2B Credit Chex.

While we try to ensure that every third party who discloses personal information to us has your consent to do so, if you believe that a third party has inappropriately disclosed your personal information to us, please contact that third party. If they do not adequately respond to your inquiries, please let us know immediately.

When Information May Be Disclosed To Outside Parties

Except as specifically provided for in this privacy policy, we do not disclose any personal information to third parties. The following are the limited instances where we may disclose your personal information to third parties:

- in anticipation of and in the course of an actual or potential sale, reorganization, consolidation, merger or amalgamation of our business; and
- when required or permitted by law.

The type of information we are legally required to disclose may relate to criminal investigations or government tax reporting requirements. In some instances such as a legal proceeding or court order, we may also be required to disclose certain information to authorities. Only the information specifically requested is disclosed and we take precautions to satisfy ourselves that the authorities that are making the request have legitimate grounds to do so.

There are some situations where we are legally permitted to disclose personal information such as employing reasonable and legal methods to enforce our rights or to investigate suspicion of illegal activities.

Our Employees and Your Personal Information

In the course of daily operations, access to private, sensitive and confidential information is restricted to authorized employees who have a legitimate business purpose and reason for accessing it. For example, when you call us, our designated employees will access your information to verify who you are and to assist you in fulfilling your requests. Unauthorized access to and/or disclosure of personal information by an employee of Paramount Windows is strictly prohibited. All employees are expected to maintain the confidentiality of personal information at all times and failing to do so will result in appropriate disciplinary measures, which may include dismissal.

How We Safeguard Your Information

We use industry standard technologies and maintain current security standards to ensure that your personal information is protected against unauthorized access, disclosure, inappropriate alteration or misuse. Electronic customer files are kept in a highly secured environment with restricted access. Paper-based files are stored in locked filing cabinets.

Accessing and Amending Your Information

You have the right to access, verify and amend the information held in your personal files. You may access and verify any of your information by calling 204-233-4966 or 1-800-519-0508.

To help us keep your personal information up-to-date, we encourage you to amend inaccuracies and make corrections as often as necessary. Despite our efforts, errors sometimes do occur. Should you identify any incorrect or out-of-date information, we will make the proper changes.

Updating This Policy

Any changes to our privacy policy and information handling practices will be acknowledged in this policy in a timely manner. We may add, modify or remove portions of this policy when we feel it is appropriate to do so. You may determine when this policy was last updated by referring to the modification date found at the bottom of this privacy policy.

Questions, Concerns and Complaints

If you have a question about the privacy policies stated on this site, please call us at 204-233-4966 or 1-800-519-0508.

If you have a concern or complaint about privacy, confidentiality or the personal information handling practices of Paramount Windows, our employees or service suppliers, please contact:

Roberta McCallum

Phone: 204-233-4966

Toll-free: 1-800-519-0508