

Link Heating and Air Conditioning Limited Privacy Policy

As you may be aware, federal privacy legislation became effective January 1st, 2004. Briefly, the *Personal Information Protection and Electronic Documents Act (PIPEDA)* will govern the collection, use and disclosure of personal information by all Canadian commercial organizations.

Link Heating and Air Conditioning Limited is committed to protecting your privacy and the confidentiality of your personal information. In order to comply with this new legislation we have designated a Privacy Officer and have developed a Privacy Policy.

In your past dealings with Link Heating we may have collected some or all of the following personal information from you:

- * Your name, address and telephone numbers
- * E-mail address and facsimile number
- * Information about your existing heating cooling and ventilation equipment
- * Details of you service history
- * Financial and credit information and credit card numbers
- * The name of your insurance company and agent
- * Health information relating to Indoor Air Quality or emergency service concerns
- * Similar information about other members of your family, landlords, tenants, or contacts who may on occasion look after your property

We may use the personal information identified above to establish and maintain communication with you, and to provide products and perform services that you may request. Our electronic records are password protected, and your personal information is provided to staff members on a need to know basis.

We may also disclose your personal information to third parties such as:

- * The manufacturer of your heating cooling and ventilation equipment and it's related companies
- * Utility and fuel suppliers or other providers of products or services relating to your home comfort
- * Credit reporting agencies
- * Financial institutions or financing companies
- * Your insurance agent or company and companies which provide or insure warranties relating to your home comfort equipment
- * Law enforcement agencies or regulators (T.S.S.A.), or as required by law

By providing your information to us, you have consented to these uses and disclosures.

You may however withdraw your consent at any time. In some cases, refusing to provide certain personal information or withdrawing consent could mean that we cannot provide you with requested products, services or information.

Thank you for your past patronage and we hope to provide products and services for you again in the future.

We invite you to contact our Privacy Officer at (705) 426-7831 if you:

- * Have any questions regarding our Privacy Policy
- * Would like to review or correct your personal information
- * Would like to withdraw your consent