

Service Line Warranties of Canada

PRIVACY STATEMENT

We at Service Line Warranties of Canada (“us,” “our” “we,” or “Company”) consider the protection of your personal information to be a priority when you visit our website, www.slwofc.ca (“Website”). The guidelines contained in this privacy statement (the “Privacy Statement”) apply to any Personal Information (as defined below) that is collected by us, whether it is collected over the telephone, in writing or electronically and describes how we may collect, use and disclose Personal Information that we receive.

By providing us with your Personal Information and using the Website, you accept this Privacy Statement and consent to its terms, as well as any other terms that are described to you when your Personal Information is collected. Please be sure to read the entire Privacy Statement before submitting information to the Website. We reserve the right to modify this Privacy Statement at any time without notice (for example, if we modify our practices regarding the collection or use of information). We will revise our Last Updated date to reflect any revisions to this Privacy Statement. Your continued use of the Website following the posting of any revisions shall constitute your acceptance thereof. If you do not consent to this Privacy Statement, please do not use the Website or otherwise provide your Personal Information to us.

What Information Do We Collect?

Personal Information

- We do not collect any personally identifiable information (“Personal Information”) about you unless you voluntarily submit the information to us such as when you place an order, submit a product review, register to use the Website, register for a newsletter or communicate with us by email.
- The types of Personal Information we may request include your name, mailing address, email address, social security number, birth date, telephone number and payment card and banking information.
- We will also capture login information such as username and password, secret answers to certain security questions, or other similar information that allows us to uniquely identify your account or authenticate you prior to giving you access to your account information or certain online activities.
- Publicly available information, such as business contact information or a public directory listing of your name, address, telephone number or information that is aggregated and not associated with a specific individual, including demographic information and statistics, is not considered Personal Information.
- We may also receive Personal Information from our business partners and other third parties, provided that such third parties confirm to us that they have obtained your consent or we have obtained your consent in this regard.

Non-Personal Information

We collect certain non-personal information which is recorded by the standard operation of our Internet servers on an anonymous basis. This non-identifiable information is used on an aggregate basis and in a non-personally identifiable form.

- We may capture certain information automatically on our Website (even if you do not voluntarily provide us with Personal Information, or in addition to any Personal Information that you do provide), including your Internet protocol address, Internet service provider, browser type, and linking information. Typically, this information is for us to develop aggregated website server statistics (how many people access our Website and what pages are they interested in). At times, our systems may make this information identifiable to you, and, if so, it will be treated and protected as Personal Information.
- We may use cookies or similar devices to remember or store your login information (username/email address) so we can save you the time of having to re-enter this information. Most common web browsers today allow you to modify your settings to block cookies entirely, alert you every time they are being sent, or allow their use by only those Websites you approve.
- We may use web beacons, which are small electronic image files that can be embedded within a web page or included in an e-mail message, to collect: (1) certain website usage information such as whether a visitor is a one-time or repeat visitor and which pages a visitor has viewed and for how long, and (2) e-mail information such as the time an e-mail was opened, if and how many times it was forwarded, and what links a recipient clicks on from within the e-mail message.

How Do We Use Your Information?

We may use the information we collect from you in the following ways:

- To provide our services to you, and allow us to respond efficiently to your service requests.
- To inform you of products that may be relevant to you.
- To disclose your information to our affiliates, vendors and trusted third parties as permitted by law and described more fully below. Any such arrangement will include requirements that such third parties will uphold and maintain our privacy standards when handling Personal Information.
- To meet legal, regulatory, audit, security and financial requirements.
- To maintain business records for reasonable periods of time.
- To achieve any other purpose we may indicate to you from time to time.

If you would like to “opt-out” of receiving promotional emails from us or any of our affiliates, please refer to the “How May I Limit the Disclosure of My Information” section below.

Except as described in this Privacy Statement, we will not use Personal Information for any other purpose unless we describe in advance how such Personal Information will be used and you are

given an opportunity to decline approval of such use of your Personal Information.

We will continue to adhere to this Privacy Statement with respect to the information we have in our possession relating to both existing and former customers.

How Do We Protect Personal Information?

Although no one, including us, can guarantee data security, we have established and implemented reasonable physical, electronic, and administrative procedures to safeguard and secure the Personal Information we collect online. These measures include, but are not limited to: (1) using industry-standard encryption to protect credit card numbers when they are transmitted using our Website, (2) storing our users' Personal Information in secure operating environments that are only accessible to our employees and vendors on a strict need-to-know basis and on the condition that they are required to maintain and protect the confidentiality of Personal Information, and (3) requiring our online users to verify their identities with unique login information before they can access or modify their account information or settings.

We will keep Personal Information only for as long as it remains necessary for the purposes for which it was collected, or as required by law. We use secure means of disposing of Personal Information.

Do We Disclose the Information We Collect to Outside Parties?

We do not disclose your information to third parties except in the situations as described below:

- *Affiliates.* We may disclose your Personal Information to our corporate affiliates.
- *Utility Companies.* We may disclose your Personal Information to other utilities or municipalities in connection with government programs.
- *Website Consultants and Service Providers.* We may disclose Personal Information to third party consultants and service providers (such as providers of hosting, support, maintenance; third party credit card processing agencies; third party credit reporting agencies; third party billing and collection agencies; marketing vendors; and remedial and repair services) to the extent that they require access to our databases, or the information contained in our databases, to service the Company and the Website.
- *Enforcement of Rights/Security.* We reserve the right to release Personal Information (i) when we are under legal compulsion to do so (e.g. we have received a subpoena) or we otherwise believe that the law requires us to do so, (ii) when we believe it is necessary to protect and/or enforce the rights, property interests, or safety of the Company, our users or others, or (iii) as we deem necessary to resolve disputes, troubleshoot problems, prevent fraud and otherwise enforce the Privacy Statement.

- *Reorganization or Sale of the Company.* In the event that the Company is merged with or becomes part of another organization, or in the event that Company is sold or it sells all or substantially all of its assets or is otherwise reorganized, the information you provide will be one of the transferred assets to the acquiring or reorganized entity.
- *As Otherwise Allowed by Law.* We may transfer Personal Information to third parties where we are permitted or required by law to do so.
- *Aggregated Information.* We may aggregate information that you provide with information provided by other individuals in such a manner that the information is not personally identifiable to you, and we may transfer that aggregated information to third parties.

How May I Limit the Disclosure of My Information?

If you registered for an account, you may log into your account at any time and modify, delete or update some of your information such as your contact or payment information. You may also tell us not to send your Personal Information to our corporate affiliates for marketing purposes. You may do this from the following link: service@slwofc.ca or by calling our customer service telephone number at 1-866-922-9004 or writing us at: **Service Line Warranties of Canada, PO Box 30 Niagara Falls ON L2E 6S8.**

Additionally, you can unsubscribe from promotional emails from us or our affiliates by replying back to any email you received with the word “UNSUBSCRIBE” in the subject line. Please note that due to marketing production schedules, you may receive any messages were already in production at the time you sent your request.

What About Privacy on Third Party Linked Sites?

In an attempt to provide you with increased value, the Website may contain links to third party sites. These linked Website have separate and independent privacy policies or may have no privacy policy at all. We are not responsible or liable for the content, activities or privacy policies of such linked sites. We encourage you to review the privacy policies of each website visited before using these Website or disclosing any Personal Information to third parties.

What About Privacy on Any Community Message Boards or Reviews?

From time-to-time our Website may contain customer reviews, forums and/or message boards. You have control over what information about yourself you choose to share on our Website. Please be aware that when you post content on our Website, such content may be viewed by other users and by the general public, including any such content that contains your Personal Information. All such sharing of information and content is done at your own risk and we are not responsible or liable for such information or content.

Processing Of Personal Information

Your Personal Information may be processed and stored outside of the province in which you reside and/or outside of Canada. Under the laws of these other jurisdictions, in certain circumstances foreign courts, law enforcement agencies or regulatory agencies may be entitled to access your Personal Information without notice to you. By submitting your Personal Information, you agree to this transfer, storing or processing.

How To Correct Your Personal Information

We want to make sure that the information that we have collected about you is accurate, complete and current. However, we will not routinely update this information unless it is necessary for us to do so to fulfill the purposes for which we collected the information. Since we generally rely on you to inform us if there have been any changes to the Personal Information that we have collected about you, please let us know if any of this information has changed.

How Do I Ask Questions Regarding this Privacy Statement?

We welcome your questions, comments and concerns about this Privacy Statement. Please contact us at 1-866-922-9004 with any questions or comments you may have.

Notice Regarding Children's Use

We believe that children using the Internet require special protection and care, and we urge parents/guardians to explain Internet safety to their children. You may not use our Website or provide us any Personal Information (for example, your name, address, telephone number) if you are less than 13 years of age. If we discover that you are under 13 years of age and registered on our systems, we will remove any Personal Information about you on our systems.

Notice to Canadian Residents - Access to Personal Information / Contact Information

We are accountable for all Personal Information in our custody and control and have designated a Privacy Officer who is ultimately accountable for the handling of all Personal Information in our custody and/or control, and for ensuring that the principles described in this Privacy Statement are being complied with.

If you have any questions about the accuracy of information that we have collected about you, you can have access to that information in order to verify and update it, unless we are permitted or required under applicable laws to refuse your access to such information. You may write or email our Privacy Officer at the address below to request access to Personal Information that we have about you or to obtain further information about our privacy policies or practices:

Our Privacy Officer can be reached as follows:

Tim Rabak
11 Grandview Cir, Ste 100
Canonsburg, PA 15317 USA
trabak@utilitysp.net
724-749-1033

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