

Privacy Statement

We collect personal information from our customers in the regular course of doing business. This statement answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

What personal information do you collect about me?

We may collect the following information about you:

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history
- Product/service preferences
- Video security recordings
- Payment card number (when placing an order)
- Payment card expiry date (when placing an order)

When you visit our web site, we also collect:

- Information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location
- What pages you visit on our site and what links you click on
- The site that referred you to our site

How do you use this information?

The main reasons we collect personal information from you are:

- To complete a sale/transaction
- Customer service
- Orders
- Customer relationship management
- Delivery services
- Returns
- Warranties
- Marketing

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, when you make a purchase through us from Simply Computing, we pass on your credit card information to them. We may also pass on your name and address to a courier company to complete a delivery.

Where do you use this information?

We use only the necessary parts of your personal information for specific reasons, for example:

To complete a sale/transaction

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Payment card number (when placing an order)
- Payment card expiry date (when placing an order)
- Purchase history
- Product/service preferences

Marketing

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Customer service

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history
- Product/service preferences

Customer relationship management

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history
- Product/service preferences

Delivery services

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history
- Product/service preferences

Warranties

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history

Returns

- Purchase history

Orders

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Payment card number
- Payment card expiry date

For security purposes

- Video security recordings

Sharing of Personal Information with Third Parties

Sometimes, we may also share your personal information with other companies in the normal course of doing business, including:

- Insurance provider
- Police
- Partners
- Suppliers
- Third party contractors (such as a courier company or customer relationship management consultant)

We will also disclose your personal information if we are required by law to do so.

How do you get my consent?

When you provide us with personal information to complete a transaction, place an order, arrange for a delivery or return a purchase, we assume you consent to our collecting it and using it for that specific reason only.

If we ask you for personal information for a secondary reason, like marketing, we will either ask you directly for your consent or provide you with an opportunity to say no. Saying no is called "opting out". By opting out, you can tell us not to collect the information and/or not to share it with other companies.

How do I opt out?

If you choose to opt out at any time, please contact:

Name: Cory Booker
Address: Unit M6 – 220 Shuswap St N, PO Box 488, Salmon Arm BC V1E 4N6
Phone: (250) 804-4365
Email: ftl@ftlcomputing.com

How do I get more information?

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, or you would like to see exactly what personal information we have about you in our records, or you wish to register a complaint, please contact:

Name: Cory Booker
Address: Unit M6 – 220 Shuswap St N, PO Box 488, Salmon Arm BC V1E 4N6
Phone: (250) 804-4365
Email: privacy@ftlcomputing.com

You can also contact the Privacy Commissioner of Canada for assistance between the hours of 8:30 a.m. to 4:30 p.m. EST, at:

Toll-free: 1-800-282-1376
Phone: (819) 994-5444
Fax: (819) 994-5424
TTY: (819) 994-6591

or by mail at:

30 Victoria Street
Gatineau, Quebec K1A 1H3

or on the web at:

<http://www.priv.gc.ca>

You can also contact the British Columbia Privacy Commissioner's office for more information at:

Phone: (250) 387-5629
Toll-free: 1 (800) 663-7867 (free within B.C.)
Email: info@oipc.bc.ca

Or by mail at:

P.O. Box 9038, Stn. Prov. Govt.
756 Fort Street, 3rd Floor
Victoria, British Columbia V8V 1X4

Or on the web at:

<http://www.oipc.bc.ca/>