

Provix Inc. Privacy Statement

We collect personal information from our customers in the regular course of doing business. This brochure 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 collect the following information about you:

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Payment card number
- Payment card expiry date
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services

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

How do you use this information?

The main reasons we collect personal information from you are:

- Because it may be useful in the future
- Complaints
- Customer relationship management
- Customer service
- Delivery services
- Marketing
- Orders
- To complete a sale/transaction

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, we may pass on your name and address to a courier company to complete a delivery.

Use of Personal Information for Secondary Reasons

We also may use your personal information for other, secondary reasons, including:

To complete a sale/transaction

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

Marketing

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

Customer service

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Customer satisfaction info
- Opinions about products and services

Customer relationship management

- Purchase history
- Product/service preferences

Delivery services

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

Orders

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

Complaints

- Customer satisfaction info
- Opinions about products and services

Because it may be useful in the future

- Customer satisfaction info
- Opinions about products and services

Sharing of Personal Information with Third Parties

We may use your personal information to contact you in order to offer product support, notification of warranty or recall issues, as well as to advise of upgrades or related new products.

We will 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, verify your credit card, 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.

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 of the newsletter?

If at any time you would like to unsubscribe from our newsletter, please contact us and we will remove you from our mailing list. Contact information can be found at <http://provix.net/contact.html>.

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: Dave Winfield

Address: 6436 Highway 89, Alliston ON, Canada

Phone: 1 (705) 434-0253

Email: support@provix.net

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 your Provincial or Territorial Privacy Commissioner's office for more information:

Alberta

Office of the Information and Privacy Commissioner of Alberta
410, 9925 - 109 Street, Edmonton, Alberta T5K 2J8

Phone: (780) 422-6860
Toll Free: 1-888-878-4044
Email: generalinfo@oipc.ab.ca
Web Site: <http://www.oipc.ab.ca>

British Columbia

Office of the Information and Privacy Commissioner for British Columbia P.O.
Box 9038, Stn. Prov. Govt.
756 Fort Street, 3rd Floor
Victoria, British Columbia V8V 1X4
Phone: (250) 387-5629
Toll-free: 1 (800) 663-7867 (free within B.C.)
Email: info@oipc.bc.ca
Web Site: <http://www.oipc.bc.ca/>

New Brunswick

Office of the Ombudsman
Sterling House
P. O. Box 6000
767 Brunswick Street
Fredericton, NB E3B 5H1
Phone: (506) 453-2789
Email: nbombud@gnb.ca
Web Site: <http://www.gnb.ca/0073/index-e.asp>

Newfoundland and Labrador

Office of the Information and Privacy Commissioner for Newfoundland and Labrador
2nd floor, 34 Pippy Place
P.O. Box 13004, Station A
St. John's, NL A1B 3V8
Phone: (709) 729-6309
Email: commissioner@oipc.nl.ca
Web Site: <http://www.oipc.gov.nl.ca/default.htm>

Northwest Territories

Information and Privacy Commissioner of the Northwest Territories
5018, 47th street
Yellowknife, Northwest Territories X1A 2N2
Phone: (867) 669-0976

Fax: (867) 920-2511

Email: atippcomm@theedge.ca

Nova Scotia

Nova Scotia Freedom of Information and Privacy Review Office

P.O. Box 181

Halifax, Nova Scotia B3J 2M4

Phone: (902) 424-4684

Email: foipopro@gov.ns.ca

Web Site: <http://www.gov.ns.ca/foiro/>

Nunavut

Information and Privacy Commissioner of Nunavut

5018, 47th street

Yellowknife, Northwest Territories X1A 2N2

Phone: (867) 669-0976

Fax: (867) 920-2511

Email: atippcomm@theedge.ca

Web Site: <http://www.info-privacy.nu.ca/en/home>

Ontario

Office of the Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

Phone: (416) 326-3333

Toll-free: 1 (800) 387-0073 (free within Ontario)

Email: info@ipc.on.ca

Web Site: <http://www.ipc.on.ca/>

Prince Edward Island

Office of the Information and Privacy Commissioner of Prince Edward Island

180 Richmond Street

P.O. Box 2000

Charlottetown, Prince Edward Island

C1A 7N8

Telephone: (902) 368-4099

Email: mlsmith@gov.pe.ca

Web Site: www.oipc.pe.ca

Québec

Commission d'accès à l'information du Québec

575 St. Amable Street

Suite 1.10

Québec, Québec G1R 2G4

Phone: (418) 528-7741

Toll-free: 1 (888) 528-7741 (free within Québec)

Email: Cai.Communications@cai.gouv.qc.ca

Web Site: <http://www.cai.gouv.qc.ca/index-en.html>

Saskatchewan

Office of the Information and Privacy Commissioner of Saskatchewan

503-1801 Hamilton Street

Regina, Saskatchewan

S4P 4B4

Phone: (306) 787-8350

Email: gdickson@oipc.sk.ca

Web Site: <http://www.oipc.sk.ca>

Yukon

Office of the Yukon Ombudsman and Information and Privacy Commissioner

211 Hawkins Street, Suite 201

P.O. Box 2703

Whitehorse, Yukon Territory Y1A 2C6

Phone: (867) 667-8468

Email: email.ombudsman@ombudsman.yk.ca

Web Site: <http://www.ombudsman.yk.ca/>