

Colbert Heating and Cooling Ltd. Personal Information Protection Policy:

At Colbert Heating and Cooling, we are committed to providing our customers with exceptional service. As providing this service involves the collection, use and disclosure of some personal information about our customers protecting their personal information is one of our highest priorities. While we have always respected our customers privacy and safeguarded their personal information, we have strengthened our commitment to protecting personal information as a result of the [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#). We will inform our customers of why and how we collect, use and disclose their personal information, obtain their consent where required, and only handle their personal information in a manner that a reasonable person would consider appropriate in the circumstances. This Personal Information Protection Policy, in compliance with PIPEDA, outlines the principles and practices we will follow in protecting customers' personal information. Our privacy commitment includes ensuring the accuracy, confidentiality, and security of our customers' personal information and allowing our customers to request access to, and correction of, their personal information. **Definitions: *Personal Information*** -means information about an identifiable *individual*. Personal information does not include contact information (described below). ***Contact information*** - means information that would enable an individual to be contacted at a place of business and includes name, position name or title, business telephone number, business address, business email or business fax number. Contact information is not covered by this policy or PIPEDA.