

Carbon Computing

Personal Information Protection and Electronic Documents Policy

Carbon Computing is committed to keeping personal client information accurate, confidential, secure and private.

We have a Privacy Officer designated to ensure compliance with PIPEDA – the Personal Information Protection and Electronic Documents Act. Carbon Computing will review its Privacy Code every three years to ensure it is relevant and up to date.

Carbon Computing respects the privacy of its customers; we do not sell, rent, or trade our customer lists. As will be explained to you when we are creating or updating your client record, the information we collect is used to process sales, and ensure accurate information for warranty and taxation purposes. This information may include your name, address telephone number and other contact information. We will also ask you if you would like to be added to our email or regular mail list for special offers and product news, and to you informed about significant events at Carbon Computing. Our databases are kept up to date and should you request it, we will remove you from these news and information mailing lists promptly.

Carbon Computing occasionally uses list brokers to rent names for solicitation. We request that such list brokers use all reasonable efforts to ensure that consent has been obtained by the list owners to use these names. We also require that any mailing houses or distribution agencies we may use for our own lists keep these confidential and also adhere to the new PIPEDA Code.

All employees involved in sales, service and data collection are informed of the legislation and the constraints that it puts on our organization. Everyone with access to client information has signed a statement of confidentiality. A paragraph in all new employee contracts outlines this statement. A section on privacy concerns is included in the employee handbook.

Carbon Computing limits the collection of information to that which is necessary for intended use. Any confidential information that is collected for a specific purpose will be destroyed when that purpose is no longer valid.

All of our systems are protected by a top quality firewall. All users are required to use a password based on appropriate security access. All paper documents containing personal information on our clients is maintained in locked offices and filing cabinets accessible only to personnel whose job function requires access to such information.

Carbon Computing will respond promptly to all customer requests for personal information we may have on file about them. Any inquiries or complaints about our policies should be directed to our Privacy Officer.