



Privacy Policy

Domclean Limited / Dominion Equipment & Chemical (“Domclean”) is committed to maintaining the accuracy, security and privacy of personal information in accordance with applicable laws. This Privacy Policy is a statement of principles and guidelines for the protection of personal information of our website visitors, customers, personnel and related service providers. The objective of the Privacy Policy is to ensure responsible practices in the collection, use and disclosure of personal information.

PIPEDA - Our policies and practices have been designed to comply with the Personal Information Protection and Electronic Document Act (PIPEDA) until such time as substantially similar provincial legislation is introduced. The Act sets out ground rules for the management of personal information in the private sector, specifically with regard to the use, collection and disclosure of personal information in the course of commercial activities.

Definition of Personal Information under the Act – Personal information includes any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as: age, name, ID numbers, income, ethnic origin, or blood type, medical records, employee files, credit records, etc. The term “personal information” refers to information that specifically identifies you as an individual and is provided to or collected by us.

Personal Information does not include the name, title, business address or telephone number of an employee of an organization.

Privacy Principles - There are 10 Privacy Principles adopted into the Act established by the Canadian Standards Association’s *Model Code for the Protection of Personal Information*:

1. Accountability – Domclean Limited is responsible for maintaining and protecting personal information under its control. We have designated a Privacy Officer to oversee compliance with this Privacy Policy and its principles.
2. Identifying Purposes – We will identify the purposes for which customer or employee information is collected before or at the time information is collected.

For customers, personal information is collected for the purpose of opening an account, verifying creditworthiness, processing an order, providing repair services or for providing information about our products and services at your request. For employees, personal information is collected as required by law for employment purposes; to determine suitability for employment by Domclean Limited such as reference checking; to process your pay and to provide any benefits that may exist.

3. Consent - The knowledge and consent of an individual are required for the collection, use or disclosure of his or her personal information, except where required or permitted by law.

4. Limiting Collection – We will limit the amount and type of personal information collected to that which is necessary for the purposes identified by Domclean Limited. Personal information will be collected by fair and lawful means.

5. Limiting Use, Disclosure and Retention - Domclean Limited will not use or disclose personal information for purposes other than the identified purposes for which it was collected, except with the consent of the individual or as required or permitted by law. We will retain personal information only as long as necessary to fulfill the identified purposes or as required by law.

6. Accuracy – Domclean will keep personal information as accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.

7. Safeguarding – We will protect personal information by security safeguards consistent with the sensitivity of the information. Domclean incorporates the following measures to safeguard personal information:

Physical measures – locked filing cabinets, restricted access, security alarms

Technological tools – password protection, firewalls, intrusion detection and anti-virus software

Organizational controls – limiting access on a “need-to-know” basis, staff training, confidentiality agreements

8. Openness – Domclean will make available for review to individuals its policies and procedures regarding management of personal information. For more information on the privacy practices and policies of Domclean Limited or if you have questions or concerns about your privacy, you can contact the Privacy Officer at:

Domclean Limited – Privacy Officer

29 Craig Street, Brantford, ON N3R 7H8

Phone: (519) 752-3725 Fax: (519) 752-3689

E-mail: cleaningexperts@domclean.com

9. Individual Access - Upon request in writing, an individual shall be informed of the existence, use and disclosure of his or her information and shall be given access

to it. Individuals may verify the accuracy and completeness of their information, and may request that it be amended if appropriate.

10. Challenging Compliance - An individual should direct any question or concerns with regard to their personal information or this Privacy Policy to the Privacy Officer at Domclean Limited as noted above.