

# Privacy Policy

## ***Our Commitment***

Owl-Tech Security System Services, division of Owl Technologies Inc. respects and complies with Canadian requirements regarding the collection and protection of personal information provided to us.

Owl-Tech only collects, uses and discloses Personal information supplied to us by our customers for the provision of services that our customer has requested us to supply. All customer information is considered confidential and is appropriately safeguarded.

## ***What is Personal Information?***

Personal information includes and factual or subjective information, recorded or not, about an identifiable individual. This included information in any form such as:

- \* Age, name, identification numbers, income, ethnic origin, or blood type;
- \* Opinions, evaluations, comments, social status, or disciplinary actions; and
- \* Employee files, credit records, loan records, medical records, existence of a dispute between a consumer and a merchant, intentions (for example, to acquire goods or services, or change jobs)

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

## ***What Personal Information is Collected, How and Why?***

The Personal information that Owl-Tech Security System Services requires for performance of our duties is provided by our customer during the setup of their account for quotations, Installation and/or monitoring services. We collect such information as your name, address, mailing address, email address, telephone and fax numbers, credit card or bank information for billing purposes, the name and phone number for those who will act as alarm responders (key holders) and the name(s) of persons or agencies that the customer has given the authority to operate their security alarm system (alarm users). Owl-Tech Security System Services encourages and will assist in the maintenance of our customer information to ensure the data is current and correct especially for efficiency during alarm conditions. With proper identification customers may view and update their information upon request.

Customers are provided with a password to enhance the security of the alarm system and this password is required in order to access personal account details in the future.

Occasionally, when choosing to participate in marketing programs our customers may also provide additional personal information.

## ***How do we use the Personal Information provided to us by our customers?***

Owl-Tech Security System Services may use your personal information for the following purposes:

- \*for the provision of information and pricing on equipment and services offered by Owl-Tech
- \* In setup and maintenance of your account, billing, alarm monitoring purposes, warranty and future service requirements

## ***Disclosure of Personal Information***

Owl-Tech Security System Services does not sell or trade your Personal Information to third parties.

Owl-Tech may provide its third party service providers and processors with access to your personal information. These service providers may include the Alarm Signal Receiving Centres which monitor the security system and dispatch the agreed upon alarm responders. Owl-Tech ensures that our third party providers are obligated under their own Privacy Policies to safeguard personal information provided to them and that it is never used except to fulfill the obligation of service to our customer.

Credit information will only be provided when our customer authorizes such via a signed written request.

Information about services provided by Owl-Tech Security System Services for specific customers will only be provided to third parties upon explicit signed instructions by the customer (I.E. customer's insurance provider).

## ***Your Consent***

By choosing to provide Owl-Tech Security System Services with your personal information you are consenting to its use in accordance with the principles outline in this Privacy Policy as outlined at the time you were asked to provide and personal information.

## ***How is Personal Information stored?***

Owl-Tech Security System Services used standard industry practices to safeguard the confidentiality of your personal information. We use various security techniques and have policies and procedures to protect data against loss and unauthorized access.

Unfortunately, perfect security does not exist on the internet, and therefore, Owl-Tech Security System Services declines to make representations or warranties with regard to the sufficiency of these security measures with respect to on-line activities.

## ***Retention of Personal Information***

Owl-Tech Security System Services will only retain your personal information only as long as it is required for internal business purposes and in order to satisfy various accounting and legal requirements. Personal information will be destroyed in a safe and responsible manner when it is no longer required.

## ***Questions, Concerns and Complaints about Privacy***

Please contact Owl-Tech Security System Services Privacy Officer at 1-866-684-2226 or send an email to [admin@owl-tech.ca](mailto:admin@owl-tech.ca).