

## **POLICY ON PRIVACY OF CUSTOMER PERSONAL INFORMATION**

TLC Services is committed to protecting the privacy and security of your personal information. We recognize that when you choose to provide us with information about yourself, you trust us to act in a responsible manner. That's why we have put a policy in place to protect your personal information, as well as ensure that our practices comply with the Freedom of Information and Protection of Privacy Act of Ontario. You may always visit our site and browse without giving us any personal information.

Personal information means recorded information about an identifiable individual.

According to the Freedom of Information and Protection of Privacy Act of Ontario, this can include:

- a. information relating to the race, national or ethnic origin, color, religion, age, sex, sexual orientation or marital or family status of the individual,
- b. information relating to the education or the medical, psychiatric, psychological, criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved,
- c. any identifying number, symbol or other particular assigned to the individual,
- d. the address, telephone number, fingerprints or blood type of the individual,
- e. the personal opinions or views of the individual except where they relate to another individual,
- f. correspondence sent to an institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to that correspondence that would reveal the contents of the original correspondence,
- g. the views or opinions of another individual about the individual, and
- h. the individual's name where it appears with other personal information relating to the individual or where the disclosure of the name would reveal other personal information about the individual; ("renseignements personnels")

### **TLC Services Privacy Policy Guiding Principles**

- TLC Services maintains responsibility for all personal information in its care.
- TLC Services personnel will obtain your consent at the time your information is collected.
- TLC Services personnel will identify the purpose of the information.
- It is the policy of TLC Services to only collect the information that is required to provide a service to you.
- If the information that TLC Services collects is for any reason other than that to provide a service, your consent will be obtained at the time the information is collected.
- TLC Services uses and discloses your information only for the purpose it was collected.
- Clients can request access to their information to review, change or update and to verify its accuracy.
- TLC Services will make any information held on members and suppliers available to the individual in question on request and undertake to correct it if it is wrong.
- TLC Services will undertake to remove personal information from our database at the request of the individual concerned if that individual deems the information to be inappropriate.
- TLC Services maintains a high level of security to ensure that private information is only viewed on a need to know basis and cannot be tampered with, stolen or improperly used.