



PRIVACY POLICY

February 2007

Policy Statement

The privacy of our customers, visitors to our website and others having dealings with us is important to us, and we protect all Personal Information with physical, electronic and administrative safeguards. Three H Furniture Systems also uses contractual means to protect Personal Information that we transfer to third parties.

Personal Information is defined by the *Personal Information Protection and Electronics Documents Act (Canada)* as information about an identifiable individual.

Collecting Personal Information

Three H Furniture Systems collects Personal Information in connection with its business, including, but not limited to:

- names, addresses, telephone and cell phone numbers and facsimile numbers and email addresses;
- credit information, including Dun & Bradstreet numbers, and references to enable us to establish and maintain individual accounts;
- credit card information;
- Provincial Sales Tax, Goods and Services Tax, and Harmonized Sales Tax Numbers for Canadian customers;
- PST exemption numbers;
- Internal Revenue Services numbers for U.S. customers;
- location and addresses for shipping;
- names of dealer or dealer representatives;
- end user information for registered orders and registrations and certifications.

Using Personal Information

Three H Furniture Systems uses Personal Information in order to:

- set up accounts for customers, verify these for existing customers, check on and confirm credit history, and for billing and collection purposes;
- process customer orders;
- understanding our customers' needs for our products and services;
- inform our customers about new products and rates;
- manage and develop our business and operations;
- market research and product promotion;
- meet legal and regulatory requirements.



Our Website www.three-h.com collects only email addresses for the sole purpose of putting persons and customers who requested it to be added to our email list to receive our newsletter. Recipients can cancel this at any time. Further access to our site can only be obtained with a password and information obtained is limited to that particular person.

Keeping Personal Information Secure

Three H Furniture Systems understands the importance of protecting Personal Information. The following are some of the steps we take:

- Our computers are password protected. Unsupervised offices, filing cabinets and storage facilities are locked as necessary.
- Paper information is transmitted through sealed, addressed envelopes or boxes by reputable companies;
- Staff are trained to collect, use and disclose personal information only as necessary to fulfil their duties and in accordance with our Privacy Policy. Access to Personal Information is limited to those employees who have a legitimate business need for that information;
- External consultants and agencies with access to Personal Information must enter into privacy agreements with us;
- Computers have firewalls and access control procedures to protect against unauthorized access;
- Personal Information is not used by Three H Furniture Systems for any purpose other than that for which it was collected, and as set out in this Privacy Policy.

Three H Furniture Systems endeavours to keep Personal Information as accurate and up to date as possible. Corrections and new information are entered into our records as it is received.

Records are retained for a reasonable period of time to permit us to complete customer orders and to serve our customers for future needs. When paper records are no longer retained, they are destroyed by shredding. Electronic records are deleted, and when the hardware is discarded, we ensure that the hard drive is physically destroyed. We retain Personal Information only as long as required by law and as necessary for the purposes for which it was collected.

You can at any time request us to remove your name and any Personal Information we may have from any mailing or email list, and we will do so as expeditiously as possible.



Access to Personal Information

Customers will be provided with information about the existence, use and disclosure of any Personal Information relating to that customer on record with Three H Furniture Systems. It will be necessary for Three H Furniture Systems to confirm your identity before providing this access. If we cannot provide this access, we will advise you within 30 days of receiving the request.

If you believe there is an error in the Personal Information in our files, you may provide us with the necessary information to correct it.

Obtaining your Consent

By providing us your Personal Information you are consenting to us using and disclosing it for the purposes set out above. If you do not wish us to use it, or to use it in the future, or wish to limit the use or disclosure of it, please contact our Privacy Officer noted below.

We will respect your choice, but this may limit our ability to do business with you.

Questions or Concerns?

Our Privacy Officer, Thomas Cambridge, can be reached at:

Thomas Cambridge,
Vice President Operations and Human Resources,
Three H Furniture Systems Limited/ P.O. Box 1029/ New Liskeard, Ontario/ POJ 1PO
T. 1.705.647.4323 ex. 228
F. 1.705.647.5705
t.cambridge@three-h.com

He will attempt to answer any questions or concerns you may have. If you have any questions or concerns about this Privacy Policy, or any of our practices, or your experience with Three H Furniture Systems, or any complaint, please do not hesitate to contact Thomas Cambridge. He will acknowledge receipt of your question, concern or complaint, investigate it promptly, and provide you with a formal decision and reasons in writing.

For more general inquiries, the Information and Privacy Commissioner of Canada oversees the administration of the privacy legislation in the private sector. The Commissioner also acts as an ombudsman for privacy disputes.

The Information and Privacy Commissioner can be reached at:

112 KENT STREET/ OTTAWA, ONTARIO/ K1A 1H3
PHONE (613) 995-8210/ **TOLL FREE** 1-800-282-1376/ **FAX** (613) 947-6850
TTY (613) 992-9190
www.privcom.gc.ca