



Lance Sullivan, 690 St Andrews St. Nanaimo, BC V9S1S4
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We collect personal information from our customers in the regular course of doing business. This brochure answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.
What personal information do you collect about me?

We collect the following information about you:

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Customer satisfaction info
- Opinions about products and services

When you visit our web site, we also collect:

- information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location
- what pages you visit on our site and what links you click on
- what other sites you've visited recently

How do you use this information?

The main reasons we collect personal information from you are:

- Application forms
- Because it is required by law
- Because our computer software asks for it
- Customer relationship management
- Customer service
- Delivery services
- Orders
- Returns
- To administer a loyalty program
- To complete a sale/transaction

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, when you apply for credit, we pass on your personal information to a credit reporting agency so we can complete a credit check. We also pass on your name and address to a courier company to complete a delivery.

Use of Personal Information for Secondary Reasons

We also may use your personal information for other, secondary reasons, including:

To complete a sale/transaction

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Customer service

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Customer satisfaction info
- Opinions about products and services

To administer a loyalty program

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Customer relationship management

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Customer satisfaction info
- Opinions about products and services

Delivery services

- Name
- Address

Postal Code
Phone Number
Email Address

Returns

Name
Address
Postal Code
Phone Number
Email Address

Orders

Name
Address
Postal Code
Phone Number
Email Address

Application forms

Name
Address
Postal Code
Phone Number
Email Address

Because our computer software asks for it

Name
Address
Postal Code
Phone Number
Email Address

Because it is required by law

Name
Address
Postal Code
Phone Number
Email Address

Sharing of Personal Information with Third Parties

We do not share your personal information with any third parties.

British Columbia

Office of the Information and Privacy Commissioner for British Columbia

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