

Privacy Statement for Customers

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
Credit record
Purchase history

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:

Complaints
Credit verification
Customer relationship management
Customer service
Marketing
Orders
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 trucking/courier company to complete a delivery.

How do you get my consent?

When you provide us with personal information to complete a transaction, place an order, arrange for a delivery or return a purchase, we assume you consent to our collecting it and using it for that specific reason only.

If we ask you for personal information for a secondary reason, like marketing, we will either ask you directly for your consent or provide you with an opportunity to say no. Saying no is called "opting out". By opting out, you can tell us not to collect the information and/or not to share it with other companies.

How do I opt out?

Marketing materials have a check box to opt-out of receiving future mails. Please check the box and send back to us, or email directly to Samantha.rawn@alcotplastics.com to be taken off of marketing mails and emails.

Website electronic information collection, contact form and advertising

Cookies and How We Use Them

As you navigate through a website, certain information can be passively collected (that is, gathered without you actively providing the information) using various technologies and means. Like most website operators, Alcot Plastics Ltd uses

cookies and other electronic information collection mechanisms to track IP addresses and gather certain information from website users. When you use a Site, we may record information about your usage of the Site. You can choose whether or not you accept cookies by changing the settings of your browser.

As you browse www.alcotplastics.com and other websites, online ad networks we work with may place anonymous cookies on your computer, and use similar technologies, in order to understand your interests based on your (anonymous) online activities, and thus to tailor more relevant ads to you. If you do not wish to receive such tailored advertising, you can visit this page (<http://www.networkadvertising.org/choices/>) to opt out of most companies that engage in such advertising. (This will not prevent you from seeing ads; the ads simply will not be delivered through these targeting methods.)

You acknowledge that you have been informed of this practice and authorize Alcot Plastics Ltd. to enable such cookies.

Server Logs

The Web server does log IP addresses in standard logs. We have never used IP address logging for anything. The files are never "shared" (given,sold,loaned,etc.) to anyone.

Contact and Personal Information

We only collect personal information (like name, e-mail address, mailing address, company, phone number) when you fill out a form. We use this information to communicate with you about your request and future company information.

To modify or delete personal information or to opt-out of all communications please contact the marketing department by email or phone listed below.

How do I get more information?

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, or you would like to see exactly what personal information we have about you in our records, or you wish to register a complaint, please contact:

Name: Samantha Rawn/Administrative Assistant

Address: PO Box 31036, Guelph, ON N1H 8K1

Phone: 519-767-2899

Email: samantha.rawn@alcotplastics.com

You can also contact the Privacy Commissioner of Canada for assistance between the hours of 8:30 a.m. to 4:30 p.m. est, at:

Toll-free: 1-800-282-1376

Phone: (819)994-5444

Fax: (819)994-5424

TTY: (819)994-6591

or by mail at:

30 Victoria Street

Gatineau, Quebec

K1A 1H3

or on the web at:

<http://www.priv.gc.ca>

You can also contact your Provincial or Territorial Privacy Commissioner's office for more information:

Ontario

Office of the Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

Phone: (416) 326-3333

Toll-free: 1 (800) 387-0073 (free within Ontario)

Email: info@ipc.on.ca

Web Site: <http://www.ipc.on.ca/>

