

CSIpix Privacy Policy

CSIpix is committed to maintaining the accuracy, confidentiality, and security of your personally identifiable information ("Personal Information"). As part of this commitment, our privacy policy governs our actions as they relate to the collection, use and disclosure of Personal Information. Our privacy policy is based upon the values set by the Canadian Standards Association's Model Code for the Protection of Personal Information and Canada's *Personal Information Protection and Electronic Documents Act*.

1. Accountability

We are responsible for maintaining and protecting the Personal Information under our control. We have designated an individual who is responsible for compliance with our privacy policy. See item 10 below.

2. Identifying Purposes

We collect, use and disclose Personal Information to provide you with the product or service you have requested and to offer you additional products and services we believe you might be interested in. The purposes for which we collect Personal Information will be identified before or at the time we collect the information. In certain circumstances, the purposes for which information is collected may be clear, and consent may be implied, such as where your name, address and payment information are provided as part of the order process.

If you request information, products or services through the CSIpix website, you may be asked to provide personal information. In addition, you may be providing personal information when:

- (i) communicating with CSIpix via phone calls, chats, emails, web forms, social media, and other methods of communication,
- (ii) subscribing to CSIpix marketing material, or
- (iii) providing services to CSIpix.

We collect this information to provide you with products and services you have requested and to help us personalize our offerings to you.

3. Consent

Knowledge and consent are required for the collection, use or disclosure of Personal Information except where required or permitted by law. Providing us with your Personal Information is always your choice. However, your decision not to provide certain information may limit our ability to provide you with our products or services. We will not require you to consent to the collection, use, or disclosure of information as a condition to the supply of a product or service, except as required to be able to supply the product or service.

4. Limiting Collection

The Personal Information collected will be limited to those details necessary for the purposes identified by us. With your consent, we may collect Personal Information from you in person, over the telephone or by corresponding with you via e-mail, mail, facsimile, or the Internet.

5. Limiting Use, Disclosure and Retention

Personal Information may only be used or disclosed for the purpose for which it was collected unless you have otherwise consented, or when it is required or permitted by law. Personal Information will be

retained for as long as is reasonably necessary to provide you with our products and services or as may be required by law.

6. Accuracy

Personal Information will be maintained in as accurate, complete and up-to-date form as is necessary to fulfill the purposes for which it is to be used.

7. Safeguarding Customer Information

Personal Information will be protected by security safeguards that are appropriate to the sensitivity level of the information. We take all reasonable precautions to protect your Personal Information from any loss or unauthorized use, access or disclosure.

8. Openness

We will make information available to you about our policies and practices with respect to the management of your Personal Information.

Any changes to this privacy policy will be posted here.

9. Customer Access

Upon request, you will be informed of the existence, use and disclosure of your Personal Information, and will be given access to it. You may verify the accuracy and completeness of your Personal Information, and may request that it be amended, if appropriate. However, in certain circumstances permitted by law, we will not disclose certain information to you. For example, we may not disclose information relating to you if other individuals are referenced or if there are legal, security or commercial proprietary restrictions.

10. Handling Customer Complaints and Suggestions

You may direct any questions or enquiries with respect to our privacy policy or our practices by contacting:

John Guzzwell

E-mail: info@csipix.com

Phone: 709 738-1404

Mail: CSIpix, PO Box 23032 St. John's NL Canada A1B4J9

11. Website Usage Information

We may also collect Technical Information about you when you visit the CSIpix website, which your web browser automatically sends whenever you visit a website on the Internet. "Technical Information" is information that does not, by itself, identify a specific individual but which could be used to indirectly identify you. Our servers and analytic services (described below) automatically record this information, which may include your Internet Protocol ("IP") address (a number that is automatically assigned to your computer by your internet service provider), the address of the website you are coming from, the amount of time you spend visiting our website, the pages visited, how you interact with those pages, if you link to us through a search engine, the keywords you used to find our website, browser type, browser language, and the date and time of your request.

Gathering your information helps us track visits to the CSIpix website, understand and evaluate the customer experience, improve the content and layout of our website and customize the web

experience, ensure our website and other services work correctly, and support our customer analytic efforts.

12. Cookies

A cookie is a small computer file or piece of information that may be stored in your computer's hard drive when you visit our website. We may use cookies to improve our website's functionality and, in some cases, to provide visitors with a customized online experience.

Cookies are widely used, and most web browsers are configured initially to accept cookies automatically. You may change your Internet browser settings to prevent your computer from accepting cookies or to notify you when you receive a cookie so that you may decline its acceptance. Please note, however, if you disable cookies, you may not experience optimal performance of our website.

Required Cookies

These cookies are required for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but if the cookies are blocked, some parts of the site will not work. These cookies do not store any personally identifiable information.

Performance Cookies

We use Google Analytics to collect information about the behaviour of visitors to the CSIpix website. Google Analytics stores information about what pages you visit, how long you are on the site, how you got here and what you click on. As we sell products, it's important for us to understand statistics about how many of the visitors to our site actually make a purchase and as such this is the kind of data that these cookies will track. This is important to you as it means that we can accurately make business predictions that allow us to monitor our advertising and product costs to ensure the best possible price. This Analytics data is not tied to personally identifiable information. We do not collect or store your personal information in association with these cookies, e.g., your name or address, so this information cannot be used to identify who you are. [Find out more about Google's position on privacy with regards to its analytics service.](https://support.google.com/analytics/answer/6004245?hl=en) <https://support.google.com/analytics/answer/6004245?hl=en>

13. Other Websites

Our website may contain links to other third party sites that are not governed by this privacy policy. Although we endeavour to only link to sites with high privacy standards, our privacy policy will no longer apply once you leave our website. Additionally, we are not responsible for the privacy practices employed by third party websites. Therefore, we suggest that you examine the privacy statements of those sites to learn how your information may be collected, used, shared and disclosed.

14. Other Tracking Technologies

Social Network Widgets: Our website has buttons or icons provided by third-party social media providers (e.g., Facebook, Twitter, and LinkedIn) that allow you to interact with those social media services when you interact with our website. These social widgets may collect browsing data, including through cookies and similar technologies, which may be received by the third party that provided the widget, and are controlled by these third-parties. Please review the privacy policy and privacy settings of the applicable social media property before using such features on the CSIpix website.