

## PRIVACY POLICY

This Privacy Policy sets out how Closet Solution, alternatively referred to as the “Company”, protects any information that you give us when you visit our website [www.closetsolution.ca](http://www.closetsolution.ca).

Closet Solution is committed to ensuring that your privacy is protected. We will take every reasonable step to maintain the confidentiality of your Personal Information. Should we ask you to provide such information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy statement.

### CONCURRENCE AND ACCEPTANCE

This Privacy Policy governs Closet Solution's collection, use and/or disclosure of your Personal Information, as defined herein.

By visiting our website or availing of our products and services, you agree to be legally bound by this Privacy Policy, including other guidelines incorporated by reference. If you do not accept this Privacy Policy stated herein without modification, you may not use Closet Solution's website.

For the purpose of this Privacy Policy, “Personal Information” is the information about an identifiable individual, but does not include the name, title, business address or business telephone number of an employee of an organization. In order to use the Website, it is not necessary for you to provide any information that identifies you personally. In general, you can visit our Website without telling us who you are or revealing any Personal Information. However, if you want to access certain features offered through this Website, it may be necessary to provide Personal Information.

We may also ask for certain Personal Information when you send us a comment or question, or when you request certain information through our Website. If you do not want to give us any Personal Information, you can choose not to use those features of our Website.

### TYPES OF INFORMATION COLLECTED

#### A. PERSONAL INFORMATION

Personal Information is collected on certain pages of the Website. If you decide to contact Closet Solution online to ask a question, learn more about a product or register a recently purchased product, download certain software or service applications, place an order for products or inquire about products you may already own, you will find that those contact forms ask for certain types of Personal Information to assist us in complying with these requests.

Closet Solution may also ask you to provide Personal Information, some optional, some required, on specific pages of the Website. The information requested may include your name, address, e-mail address, shipping information, phone number, product model and serial numbers and your dates of purchase, credit card and/or debit card information and your comments. Personal Information may be forwarded to a Closet Solution business unit or the appropriate Closet Solution affiliate that is equipped to handle your order, inquiry or feedback.

Personal Information is also collected by means of warranty cards, trade show information, e-mail, voluntary online surveys and as part of any entry for a contest or other promotion.

If you choose to enter a contest or other promotion we conduct, you will be required to submit certain Personal Information, such as your name, e-mail address, street address and phone number. We will use the required Personal Information you submit to us for promotion administration purposes, such as notification of winners.

#### B. NON-PERSONAL INFORMATION

Closet Solution also collects information that, alone, cannot be used to identify you (referred to as "non-personal information") through this Website. Examples of types of non-personal information that we may collect include gender, age, survey responses, IP addresses and data stored in cookie files. We describe IP addresses and cookies in more detail below:

1. Internet Protocol Addresses. An Internet Protocol (IP) address is a number automatically assigned to your computer whenever you access the Internet. This number does not identify your name, e-mail address or other Personal Information. If you request information from this Website, our server will enter your IP address into a log. We use this information to measure Website traffic, to help us understand how people are using our Website and to hopefully improve your online experience.
2. Cookies. This Website may gather certain non-personal information through the use of "cookies". "Cookies" are small text files that recognize repeat visitors, facilitate ongoing access to some sites, and allow sites to understand how and when pages are visited and by how many people. Visitors who are concerned about the use of cookie technology may opt to enable a feature in their browser software that will erase cookies, block all cookies, or warn the user before cookies are stored or exchanged. Please be aware however, that some parts of this Website may no longer function

## USE OF COLLECTED DATA

We require this information to understand your needs and provide you with better service and, in particular, for internal record keeping. We may also use the information to improve our services.

We may periodically send email about new services, special offers or other information which, we think, you may find interesting using the email address which you have provided. In addition, we may send you information about third parties that we think you may find interesting if you tell us that you wish this to happen.

From time to time, we may also use your information to contact you for follow-up purposes. We may contact you by email, phone, fax or mail.

Rest assured, we will never sell your information.

## SECURITY

Closet Solution works hard to ensure that our systems are secure and that they meet industry standards. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the Personal Information we collect online.

We are committed to ensuring that your information is secure. In order to prevent unauthorized access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

You may choose to restrict the collection or use of your personal information in the following ways:

1. Whenever you are asked to fill in a form, if any, look for the box that you can click to indicate that you do not want the information to be used by anybody for any purpose; and,
2. If you have previously agreed to us using your personal information, you may change your mind at any time by writing to or emailing us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

## LOG FILES

As with most other websites, we collect and use the data contained in log files. The information in the log files include your IP (internet protocol) address, your ISP (internet service provider, if any), the browser you used to visit our site, the time you visited our site and which pages you visited throughout our site.

In addition we do not rent, sell or in any other way share your personal or contact information with anyone. If you choose to write a testimonial for use on our web site, your email address will only be made available to prospective customers and only on request. We will not publish your email address with your Website Visitor Information

Closet Solution may likewise gather information on Website activities, such as data on how many people visit the Website, the pages they visit, where they come from, how long they stay, etc. Website visitor information is collected on an aggregate, anonymous basis, which means that no Personal Information is associated with this data. Such information is gathered through the use of web server logs. A web server log is a file where Website activity is stored.

## LIMITS FOR COLLECTING, USING, DISCLOSING AND RETAINING PERSONAL INFORMATION

Closet Solution's responsibility to keep your information private is taken very seriously.

Your Personal Information may be shared with our employees, independent contractors, agents or other related and unrelated Closet Solution entities and/or business partners acting on our behalf to: (i) fulfill and/or ship an order or provide a product or service you have requested; (ii) provide an award; (iii) provide mail-in or other rebate on the products that you may purchase; (iv) conduct customer surveys for the purpose of marketing; and/or (vi) collect debt or other payments.

We do not share your Personal Information with non-Closet Solution companies except to the extent necessary to complete the above functions and, when we do share it, it is subject to their agreement to both treat it as confidential business information and to fully comply with all applicable privacy laws and also with the understanding that it may not be used for any purpose other than to perform their function.

In so doing, Closet Solution may share your Personal Information with third party contractors as is necessary to respond to your requests for products and information. Third-party contractors may access your Personal Information in order to send you information on behalf of Closet Solution. Closet Solution also may hire third-party technology providers to host this Website and to store your Personal Information.

Rest assured, Closet Solution will only provide Personal Information to third parties on an "as needed" basis and provided that such third parties have privacy policies in place.

Personal Information that does not have a specific purpose or that no longer fulfills its intended purpose will be destroyed in a secured fashion. Closet Solution will only retain Personal Information for the duration of its intended use or as otherwise required by law.

As a convenience to our visitors, the Website may contain links to a number of sites that we believe may offer useful information. When you click on one of these links, you will be transferred from the Website and be connected to the site of the organization or company that you selected. This Privacy Policy is no longer applicable when you leave our Website by way of link. Each of these linked sites maintains their own independent privacy policies and procedures, which you should consult before providing any of your Personal Information.

#### UPDATING INFORMATION

Closet Solution makes every effort to keep Personal Information accurate, complete and current. Closet Solution will update any changes to Personal Information when received. If Closet Solution holds Personal Information about an individual that can be established by the individual to be inaccurate, incomplete or not up-to-date, Closet Solution will take reasonable steps to correct it.

#### CHANGES TO POLICY

We may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from the time you agree to visit our site or avail any of our products and/or services.

Closet Solution reserves the right to modify, add or remove portions of this Privacy Policy at any time and from time to time, acting in its sole and unfettered discretion. If we decide to change this Privacy Policy, we will post those changes on the Website, which will be effective immediately upon posting.