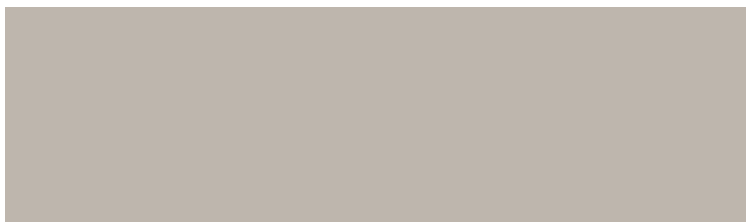
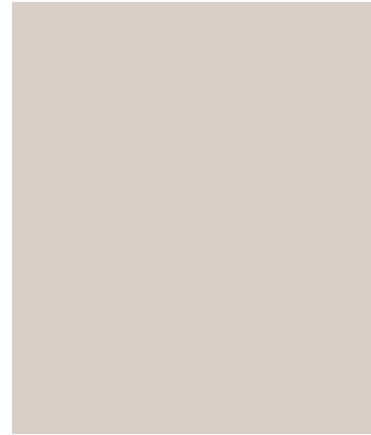


# JELD-WEN®

WINDOWS & DOORS

JELD-WEN® CANADA LTD.'S PRIVACY POLICY



RELIABILITY *for real life*™

# PRIVACY POLICY...

## PHILOSOPHY SURROUNDING PRIVACY

We, at JELD-WEN Canada Ltd. (“JELD-WEN”, “we” or “us”), value the trust that you have shown in our business and, in turn, we are committed to maintaining the accuracy, confidentiality, and security of your personal information. To that end, we have adopted this privacy policy.

This policy explains how JELD-WEN® collects, uses, discloses and safeguards the personal information provided to us either directly by you or by a third party.

By providing personal information to us or authorizing a third party to provide your personal information to us, you signify your consent to JELD-WEN’s collection, use and disclosure of your personal information in accordance with this privacy policy.

For purposes of this privacy policy, “personal information” shall mean any information that can identify an individual directly or through other reasonably available means. Personal information will not include an individual’s business address or business telephone number.

As part of our commitment to treat your personal information with respect, we operate in accordance with the following ten principles (the “Principles”):

**Principle 1 - Accountability**

**Principle 2 - Identifying Purposes**

**Principle 3 - Consent**

**Principle 4 - Limiting Collection**

**Principle 5 - Limiting Use, Disclosure and Retention**

**Principle 6 - Accuracy**

**Principle 7 - Safeguarding Customer Information**

**Principle 8 - Openness**

**Principle 9 - Customer Access**

**Principle 10 - Handling Customer Complaints and Suggestions**





### Principle 1 - Accountability

We will maintain and protect the personal information under our control. We have designated an individual or individuals who is/are accountable for compliance with the Principles.

### Principle 2 - Identifying Purposes

The purposes for which personal information is collected by us will be identified to you before or at the time the information is collected.

### Principle 3 - Consent

Except where required or permitted by law your informed consent is required for our collection, use or disclosure of your personal information.

### Principle 4 - Limiting Collection

The personal information collected by us shall be limited to those details necessary for the purposes identified to you.

### Principle 5 - Limiting Use, Disclosure and Retention

We will only use or disclose your personal information in accordance with the purposes for which it was originally collected unless you have otherwise consented, or when it is required or permitted by law. We will retain your personal information only for so long as is required to fulfill the purpose for which it was collected or as required by law.

### Principle 6 - Accuracy

We shall make every reasonable effort to ensure your personal information is maintained in an accurate, complete and up-to-date form.

### Principle 7 - Safeguarding Customer Information

We shall utilize no less than industry standards security safeguards to protect your personal information.

### Principle 8 - Openness

If you would like a copy of our privacy policies we would be more than happy to provide one to you and if you have any questions regarding same, we are more than happy to discuss the merits with you.

### Principle 9 - Customer Access

Upon your request, we shall inform you of: (i) the type of personal information we have collected; (ii) how we have used your personal information in the past, and how we may in the future; and (iii) whether or not we have disclosed your personal information to any third parties (and, if so, to whom). Individuals may verify the accuracy and completeness of their personal information, and may request that it be amended, if appropriate.

Please note that before we are able to provide you with any information or correct any inaccuracies we may ask you to verify your identity and to provide other details to help us to respond to your request.

### Principle 10 - Handling Customer Complaints and Suggestions

Customers may direct any questions or enquiries with respect to the Principles or about our information handling practices by contacting:

Lou Valeriat  
Phone: 1-800-440-2714

## WHY WE GATHER PERSONAL INFORMATION...

At JELD-WEN®, we gather and use personal information to deliver brochures and merchandise upon your request and to develop effective advertising campaign.

We also use the personal information you have provided to us to communicate with you and safeguard your interests. We will send you important notices, and respond to any special needs or enquiries you may have. We may also send you information about other products and services in which we believe you may be interested.

We only use personal information for the purposes that we have disclosed to you. If for any reason your information is required to fulfill a different purpose, we will obtain your consent before we proceed.

## TYPES OF INFORMATION WE COLLECT...

The type of personal information we may ask for depends on and is related to the reason (or purpose) such personal information was provided to us.

**The following is a description of the type of personal information that we may ask for:**

- name,
- home phone number home address, fax and postal code,
- email address,
- description and scope of business,
- areas of interest,
- merchandise purchased,
- whether or not you received a brochure and
- how you heard of JELD-WEN®.

The choice to provide us with your personal information, either directly or through a third party, is always yours. However, your decision to withhold particular information may result in limiting our ability to provide you with the services or products you requested.

## HOW WE COLLECT SUCH PERSONAL INFORMATION...

We may gather such personal information from you in person, over the telephone or by corresponding with you via mail, facsimile or the Internet via our website. We gather the information that you provide and we also gather information via website cookies.

Through the use of website cookies (very small text file that is added to your hard drive from a web page), we monitor the ads you see and the number of times these ads are seen. Through the use of these cookies, we are able to capture standard web traffic information such as time, date, IP address and browser, but in no circumstance do we (or the cookies) capture any information that can identify you as an individual.

WHILE WE TRY TO ENSURE THAT EVERY THIRD PARTY WHO DISCLOSES PERSONAL INFORMATION TO US HAS YOUR CONSENT TO DO SO, IF YOU BELIEVE THAT A THIRD PARTY HAS INAPPROPRIATELY DISCLOSED YOUR PERSONAL INFORMATION TO US, PLEASE CONTACT THAT THIRD PARTY. IF THEY DO NOT ADEQUATELY RESPOND TO YOUR INQUIRIES, PLEASE LET US KNOW IMMEDIATELY.

For purposes of maintaining quality service, calls to our customer service lines may be recorded. A recorded message given prior to your call being answered will let you know if your call may be the subject of our random call recording quality assurance program.

## WHEN INFORMATION MAY BE DISCLOSED TO OUTSIDE PARTIES...

Except as specifically provided for in this privacy policy, we do not disclose any personal information to third parties. The following are the limited instances where we may disclose your personal information to third parties:

- to our affiliates for purposes of providing additional related products or services you may be interested in and for purpose of determining appropriate advertising strategies
- to investigate potentially fraudulent or questionable activities regarding your merchant account(s) or the use of our services;
- in anticipation of and in the course of an actual or potential sale, reorganization, consolidation, merger or amalgamation of our business; and
- when required or permitted by law.

The type of information we are legally required to disclose may relate to criminal investigations or government tax reporting requirements. In some instances such as a legal proceeding or court order, we may also be required to disclose certain information to authorities. Only the information specifically requested is disclosed and we take precautions to satisfy ourselves that the authorities that are making the request have legitimate grounds to do so.

There are some situations where we are legally permitted to disclose personal information such as employing reasonable and legal methods to enforce our rights or to investigate suspicion of illegal activities.



## OUR EMPLOYEES AND YOUR PERSONAL INFORMATION...

In the course of daily operations, access to private, sensitive and confidential information is restricted to authorized employees who have a legitimate business purpose and reason for accessing it. For example, when you call us, our designated employees will access your information to verify who you are and to assist you in fulfilling your requests.

Unauthorized access to and/or disclosure of personal information by an employee of JELD-WEN® is strictly prohibited. All employees are expected to maintain the confidentiality of personal information at all times and failing to do so will result in appropriate disciplinary measures, which may include dismissal.

## HOW WE SAFEGUARD YOUR INFORMATION...

We use industry standard technologies and maintain current security standards to ensure that your personal information is protected against unauthorized access, disclosure, inappropriate alteration or misuse.

Electronic customer files are kept in a highly secured environment with restricted access. Paper-based files are stored in locked filing cabinets. Access is also restricted.

We manage our server environment appropriately and our firewall infrastructure is strictly adhered to. Our security practices are reviewed on a regular basis and we routinely employ current technologies to ensure that the confidentiality and privacy of your information is not compromised.

Our web site uses Secure Socket Layer (SSL) and 128 bit encryption technologies to enhance security when you visit the secured areas of these sites. SSL is the industry standard tool for protecting and maintaining the security of message transmissions over the Internet. When you access your accounts or send information from secured sites, encryption will scramble your data into an unreadable format to inhibit unauthorized access by others.

When you call our customer service centre you will be required to verify your identity by providing some personally identifying information as well as your merchant number.

## ACCESSING AND AMENDING YOUR INFORMATION...

You have the right to access, verify and amend the information held in your personal files. You may access and verify any of your information by calling our customer contact centre at 1-800-440-2714.

To help us keep your personal information up-to-date, we encourage you to amend inaccuracies and make corrections as often as necessary. Despite our efforts, errors sometimes do occur. Should you identify any incorrect or out-of-date information in your file(s), we will make the proper changes. Where appropriate, we will communicate these changes to other parties who may have unintentionally received incorrect information from us.

## UPDATING THIS POLICY...

Any changes to our privacy policy and information handling practices will be acknowledged in this policy in a timely manner. We may add, modify or remove portions of this policy when we feel it is appropriate to do so. You may determine when this policy was last updated by referring to the modification date found at the bottom of this privacy policy.



## WEB SITES GOVERNED BY THIS POLICY...

The web sites governed by the provisions and practices stated in this privacy policy are: [www.jeld-wen.ca](http://www.jeld-wen.ca), [www.willmar.ca](http://www.willmar.ca), [www.unitedwindow.com](http://www.unitedwindow.com), and [www.donatflamand.com](http://www.donatflamand.com).

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

## QUESTIONS, CONCERNS AND COMPLAINTS...

If you have a question about the privacy policies stated on this site, please call us at 1-800-440-2714 .

If you have a concern or complaint about privacy, confidentiality or the personal information handling practices of JELD-WEN®, our employees or service suppliers, please contact :

Lou Valeriat  
Phone: 1-800-440-271

Before JELD-WEN® is able to provide you with any information or correct any inaccuracies, however, we may ask you to verify your identity and to provide other details to help us to respond to your request. We will endeavor to respond within an appropriate timeframe.





[www.jeld-wen.ca](http://www.jeld-wen.ca)

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**JELD-WEN**<sup>®</sup>  
WINDOWS & DOORS

Proudly built in Canada 