



Privacy Policy

Last Updated: May 2020

We are 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. Introduction

We are responsible for maintaining and protecting the Personal Information under our control. We have designated an individual as Privacy Officer who is responsible for compliance with our privacy policy.

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 is provided as part of the order process.

- to provide you with home services, products and advisory services;
- to process and deliver products and services that you have ordered from us;
- to invoice and collect payment for services and products provided by us to you;
- to develop and maintain our relationship with you and communicate with you;
- to register you for 4plus membership and events;
- to register you for, and facilitate your participation in, certain areas of our website, including our online bulletin boards, discussion or message forums;
- to research, develop, manage, protect and improve our home services, products and advisory services;
- to assist 4plus with improving its operational efficiency, marketing campaigns and customer service efforts through the use of data analytics;
- to gather your opinion and feedback through surveys and other similar modes;
- to enroll you in our contests or promotional programs;
- to process your application for employment and resume;
- to advise you about new products and services that may be of interest to you (Please note that in accordance with Canada's Anti-Spam Legislation, you can choose not to receive any electronic marketing communications from us by clicking the "opt out" function contained in all 4plus Inc. electronic

communications. You may choose not to receive any direct mail from us by contacting our Privacy Officer as indicated in the "Contact Us" section below); and

- such other uses as may be permitted or required by applicable law.

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 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 only be retained for the period of time required to fulfill the purpose for which we collected it or as may be required by law.

4plus Inc. may disclose Personal Information to 3rd Party Service Providers in order to process and deliver the services and products you have ordered from us including delivery address, contact information, and information required to compete the services or products delivered to you. Your consent is required prior to the disclosure of Personal Information to a new 3rd Party Service Provider. 4plus endeavors to work only with 3rd Party Service Providers that have a high standard of Privacy and requires by contract that any 3rd Party Service Provider's Privacy Policy must meet or exceed the standards, procedures and requirements of 4plus Inc.'s Privacy Policy.

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.

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:

By Regular Mail: 4Plus Inc.
 Attn: Privacy Officer
 190 Stellick Ave.
 Newmarket, ON L3X 1T3

By email: privacy-office@4plusinc.ca

11. Additional Information

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 websites. 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.

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.