



COAST Wholesale
APPLIANCES

"Innovative Products for Builders & HomeOwners"

Coast Wholesale Appliances Privacy Policy

Coast Wholesale Appliances Privacy Commitment

The purpose of this Privacy Policy is to outline the commitment by Coast Wholesale Appliances ("Coast") to the proper collection, use and disclosure of personal information of our customers. Coast is committed to striving to meet industry best practices and operating within the letter and spirit of applicable privacy laws.

Who is accountable for customers' personal information?

Coast is responsible for all personal information under our control. Each Coast employee and agent ("employee") with access to, or control of, personal information must take appropriate steps to ensure this information is not used for improper purposes.

The Human Resources Manager is the designated contact person for all privacy related inquiries and complaints. She can be reached by phone at (604) 321-6644 or by email (privacy@coastappliances.com).

Why does Coast collect personal information?

Coast collects personal information primarily for the following purposes:

- to execute customer orders or service requests;
- to offer promotions, contests and events;
- to better understand customer needs and preferences;
- to develop, enhance or market products and services;
- to monitor, manage, develop and optimize the Coast web site;
- to manage and develop Coast's business and operations, including personnel and employment matters; and
- to extend credit to Coast customers.

Coast employees may specify the purpose, or purposes, orally, electronically or in writing, depending on how the information is collected. In situations where the reason for the collection of personal information is obvious, Coast may not specify the reason. If the reason for the collection of the information is not specified, the information will only be used for the obvious reason.

Does Coast require my consent to collect, use or disclose my personal information?

Coast requires customer consent to collect, use or disclose personal information. In a limited number of cases consent to collect and use customers' personal information will be implied. For example, deliveries require customers to disclose their name, address and phone number so the product can be delivered.

Subject to contractual provisions that require otherwise, customers may withdraw or refuse consent for the collection, use or dissemination of personal information. For Coast to comply with such requests it is necessary that Coast is given reasonable notice of the request. Should there be any consequences to the withdrawal of consent, customers will be made aware of those consequences. The consequence of a customer's choice not to disclose their home address is that home delivery of the product will not be possible.

What personal information does Coast collect?

We will collect personal information for the purposes we have identified and those that are reasonable in the circumstances. Coast collects personal information solely for purposes related to its business and does not sell, lease or give information to others.

When purchases are made through a Coast store we must collect certain kinds of information for the processing of payment, warranty reasons and other forms of customer support. Specifically, Coast collects the name, address, phone number, and information on the type of product purchased.

If customers choose to pay by credit or debit card, Coast will collect all of the information necessary for the transaction to be processed. Should a customer apply for a Coast Personal Account Card, it is necessary to collect information on the customer's credit history. As a Charter Bank administers the Coast Personal Account Card, it is necessary for us to transfer the customer's personal information to that Charter bank and any successor. Further, the Charter Bank will usually obtain a credit history for the customer from a credit reporting agency. Notice of the Charter Bank's access to personal information is provided to customers when they apply for a Coast Personal Account Card.

Who does Coast disclose my personal information to?

Coast only discloses information to parties that customers have consented to explicitly or implicitly prior to the disclosure. When information must be disclosed for a transaction to be accomplished, and the reason for the disclosure is not obvious, Coast will inform customers that disclosure of their personal information will occur. In situations where it is obvious that third parties will require personal information for the transaction to occur, consent to disclose will be implied. For example, when a customer pays by debit card, consent to inform the customer's bank of the transaction is implied.

We may also disclose personal information to:

- a person when in Coast's reasonable judgment disclosure is clearly in the interests of the individual and consent cannot be obtained in a timely way;
- a company or individual engaged by us to perform functions on Coast's behalf, such as third party service providers;
- a credit reporting agency;
- the disclosure is necessary in order to collect a debt owed to Coast or for Coast to repay an individual money owed to them by Coast;
- a public authority or agent of a public authority, if in Coast's reasonable judgment it appears that there is imminent danger to life or property which could be avoided or minimized by disclosure of the information; or

- a third party or parties, where the person concerned consents to such disclosure or as required or authorized by law.

How does Coast collect personal information?

Coast will try to collect personal information from customers directly unless authorized by the customer or by law.

When purchasing from Coast stores employees will ask for personal information when customers purchase a product. The information will be explicitly requested. Customers can refuse to provide this information if they choose. However, it may not be possible for customers to receive a product or service without disclosure of some personal information. If the customer is unable to receive the product or service because of their choice to not disclose personal information the reason for the necessity of the personal information will be explained.

The Coast web site (coastappliances.com) collects information about the operating systems, browsers, length of visit and products viewed. This information is collected used for the improvement of the web site. Coast also uses “cookies” to track repeat visitors to the web site. The ability to track repeat visitors allows us to tailor the web site to the needs of that visitor. The information is not used for any purpose other than to make the visit more enjoyable for the customer.

How does Coast ensure the accuracy of my personal information?

Coast will take all reasonable steps to ensure that personal information in our control is accurate and complete. Customers may request corrections to their personal information. If Coast cannot make the requested correction, the applicable Coast employee will make a notation of such request and the reason for the rejection on the customer’s file or personal information.

How does Coast protect my personal information?

Coast will be diligent in protecting personal information in our control against risks of loss, theft, unauthorized access, disclosure, copying, use, modification or destruction by security safeguards that are appropriate to the sensitivity and format of the information.

Security measures include:

- minimum access by employees to customer information;
- data storage with passwords;
- destruction of all personal information after seven years;
- document destruction by a third party bonded and insured company; and
- the removal of sensitive customer debit and credit card information whenever it is not necessary to facilitate the transaction.

How can customers access their personal information?

Upon written notice from a customer setting forth reasonable proof of their identity, Coast will, within 30 days, provide access to the customer’s personal information in our possession. Coast will advise customers what the information is being used for and to whom it has been disclosed. Coast will notify individuals who request access to their information of the expected fee, if any, for the production of the requested information. A minimal fee may be charged for the

production of requested information. Coast employees must make every reasonable effort to comply with requests and to respond to each applicant as accurately and completely as reasonably possible.

If Coast refuses a customer's request for information, then the customer will be informed of the reasons for the rejection, the relevant provision of any applicable legislation and resources for redress available.

Who should be contacted if there is a complaint?

In the event a customer has a privacy related complaint Coast employees will inform the customer of the Coast privacy contact person. Complaints can be filed in writing or orally with the Human Resources Manager at privacy@coastappliances.com or by phone at (604) 321-6644. A complaint must clearly state the reason for the complaint and contain complete particulars of the customer's contact information.

Coast will acknowledge receipt of the complaint, investigate the complaint and notify the customer of the outcome, including any relevant steps taken.

If a complaint has not been resolved to the customer's satisfaction they may ask for a review of the decision, or seek redress with the applicable Privacy Commissioner.

Privacy Policy Updates

Coast reserves the right to change this Privacy Policy from time to time to ensure that it is kept up to date with any changes to business practices or changes to applicable law.