



PRIVACY POLICY STATEMENT FOR CUSTOMERS

Tibbs Transport Inc. is committed to respecting your privacy and safeguarding your personal information. We are committed to meeting or exceeding the privacy standards established by federal and provincial legislation. Our information handling policies comply with the federal Personal Information Protection and Electronic Documents Act. (PIPEDA).

What defines personal information?

- Personal information is information about an identifiable individual. This information includes your age, gender, Social Insurance Number, income, marital status, race, ethnic origin, nationality, religious or political beliefs, medical information, education, employment or criminal records, employee files, loan or credit records, internet browsing logs, etc.

What is not personal information?

- Personal information does not include information that is required to contact you at a place of business, such as your name, title, business address, business phone number, business fax or business email address.

How do we use your personal information?

- To establish credit accounts for individuals operating under their own name and/or with other unincorporated trade styles;
- To process C.O.D. orders where a personal cheque or credit card number has been provided;
- To identify chattels pledged and/or officers of a corporation who may be providing personal security;
- To track business owners that have defaulted in their payment obligations.

To whom do we disclose your personal information?

- For the purposes described above, we may need to share your personal information with third parties. These other parties commonly include:
 - Credit agencies
 - Credit personnel within the company
 - Financial institutions when conducting reference checks
 - Legal counsel retained by Tibbs Transport Inc.
 - When required, by court order

When can we disclose your personal information?

- We can only disclose your personal information if we have your explicit consent or:
- Where there is a contract and the information is required
- When we are required or permitted to do so by law
- When transfers of business are involved

How do we protect your personal information?

- Physical measure (locked filing cabinets, restricting access to offices, alarm systems).

- Technological tools (passwords, encryption, firewalls).
- Organizational controls (security clearances, limiting access on a “need to know” basis, staff training, confidentiality agreements).

Our commitment to you.

- We will not collect, use or disclose your personal information for any purpose other than those that we identify to you.
- We will keep your personal information only as long as we need to fulfill the stated purpose or as long as is required by law.
- We will maintain your personal information as complete and up-to-date as possible.
- We will safeguard your personal information to the best of our ability.
- We will respond to any request that you make to access or correct the personal information that we collect about you.
- We will obtain the appropriate consent from you for the collection, use and disclosure of your personal information.

Your rights

- The right to access your own personal information.
- The right to request that errors be corrected in your personal information.
- The right to obtain information about the way in which Tibbs Transport Inc. uses personal information.
- The right to obtain the names of individuals and organizations to which your personal information has been disclosed.
- The right to refuse to allow us to obtain, use or share certain personal information.
- The right to withdraw a previously given consent at any time.
- The right to require that your personal information be securely disposed of when no longer required.

Who to contact

- Please contact Steve Thibert if you wish to access your personal information, change your consent in any way, make a complaint about our privacy policy or the way in which we have handled your personal information, or have any other questions about our privacy policy.
 - Telephone (613) 258-4570
 - Email sthibert@tibbstransport.com
- We will respond to you promptly and do our utmost to resolve your concerns.
- For further information, please refer to the Tibbs Transport Inc. Privacy Policy soon to be posted on our company website at www.tibbstransport.com.