

PROUT'S Privacy Policy

PROUT'S, its affiliates and subsidiaries ("Prout's @ home") values the privacy of its customers, employees and suppliers. PROUT'S collection, use and disclosure of personal information will comply with this Privacy Policy. To download the PDF version of PROUT'S Privacy Policy, you will need Acrobat Reader freeware.

1. Scope of this Privacy Policy

The PROUT'S Privacy Policy governs all collection, use and disclosure of personal information by PROUT'S. The PROUT'S Privacy Policy does not apply to information that is exempted from the definition of "personal information" in applicable privacy statutes.

2. PROUT'S Privacy Organization Structure

Privacy enquiries regarding PROUT'S stores should first be directed to PROUT'S Customer Service in the store you visited. Other enquiries about PROUT'S privacy policy and procedures may be directed to PROUT'S Privacy Officer, who can be reached at 1.519.245.0733 or at dlam@execulink.com, or at 271 Metcalfe St E, Strathroy, ON N7G 1P9.

3. Collection and Use of Personal Information

We may collect personal information from you when you: Purchase, rent, order, return or exchange any of our products and services; Request a quote or special orders for or information about any of our products and services; Request delivery, warranty or repair services; Make a credit application; Contact PROUT'S Customer Service or the store manager in one of our stores; Visit the PROUT'S.ca web site; Enter into a contest or respond to one of our surveys; Provide us with comments or suggestions; or Are injured on, or suffer or cause property damage on, PROUT'S premises. PROUT'S may also conduct video surveillance of its stores and other premises for security and loss prevention reasons.

4. PROUT'S Use of Personal Information

PROUT'S may use personal information to: identify customers, employees and suppliers and to establish and maintain a relationship with them provide customers with ongoing service, including to process orders, to ensure proper delivery and to better assist customers when they visit or call us improve our product and service offerings provide PROUT'S customers with information about other "PROUT'S products" and services that may be of interest to them protect against error and fraud comply with legal and audit requirements PROUT'S may also be use personal information to create statistics about our business. These statistics do not contain any information that could personally identify any individual customer, employee or supplier.

5. Other Uses of Personal Information

In the event that all or part of PROUT'S assets were sold or financed, or if PROUT'S were to merge with another company, personal information in the possession of PROUT'S could be disclosed to the lender, buyer or merger partner, provided such personal information were to be used in strict compliance with the PROUT'S Privacy Policy. PROUT'S may also disclose your personal information in response to a search warrant or other legally valid inquiry or order, or to an investigative body in the case of a breach of an agreement or contravention of law, or as otherwise required by law. We may also disclose personal information to assist us in collecting any debt owed by you.

6. Disclosure of Personal Information

PROUT'S will not trade, rent or sell your personal information to any third party unless we tell you about it and obtain your consent.

7. Agents and Third Party Transfers

Some products and services that are provided through PROUT'S (such as PROUT'S credit cards, extended warranties and installation and repair services) may be provided by third parties in cooperation with PROUT'S. In order to provide you with the products or services that you request from us, we may have to transfer information about you to these third parties. Where PROUT'S transfers personal information to third parties for processing on behalf of PROUT'S, a contract containing appropriate privacy protection terms will be in place before any information is transferred to the third party. These terms must provide that the third party will not use the personal information for their own purposes, will keep the personal information secure, and will only process the information on the instructions of PROUT'S. In addition, using certain third party products to purchase products or services from PROUT'S (such as a credit card not issued by PROUT'S) may require us to provide your personal information to third parties in order to process the transaction.

8. Individual Access to and Correction of their Personal Information

An individual's request for access to their personal information in the possession of PROUT'S should be directed to a PROUT'S store manager or to the PROUT'S Privacy Officer. In order to verify that the information is being released to the proper person, individuals may be asked to provide suitable identification or to otherwise identify themselves. An individual may update or correct any of their personal information that PROUT'S has its possession by contacting the PROUT'S store manager in the store they visited or the PROUT'S Privacy Officer and making a written request. Individuals may be asked to provide suitable identification or to otherwise identify themselves before any corrections will be made, and PROUT'S reserves the right to request appropriate proof of the correctness of any of the requested corrections.

9. Withdrawal of Consent

Individuals may withdraw their consent to PROUT'S use or disclosure of their personal information by contacting the PROUT'S store manager they visited or the PROUT'S Privacy Officer and making a written request. Individuals may be asked to provide suitable identification or to otherwise identify themselves. In some circumstances, the withdrawal of consent to certain uses or disclosures of personal information may mean that PROUT'S is no longer able to provide certain products or services to the individual or may be unable to process returns, exchanges or refunds. If this is the case, PROUT'S will inform you when you contact us to withdraw your consent and give you the choice.

10. Record Retention/Destruction and Security

PROUT'S will only retain personal information for as long as it is necessary to process related transactions, maintain appropriate financial and audit records and protect PROUT'S legitimate commercial interests. All personal information collected by PROUT'S is protected by security measures appropriate to the sensitivity of the information. All personal information stored in electronic form, including all information collected through the PROUT'S.ca web site, is kept in confidential and secure data banks. Paper records in PROUT'S stores or head office that contain personal information are kept in locked cabinets. PROUT'S evaluates its equipment and security procedures regularly and modifies them if necessary, so it can remain at the leading edge of security technology.

11. Online Privacy at PROUT'S.ca

Through its advanced online retail portal, PROUT'S.ca, PROUT'S provides its customers with an unparalleled opportunity to browse for products and to obtain information about renovations and home improvement. In order to serve customers better online, PROUT'S must collect and use certain personal information. This portion of the Privacy Policy gives more detail about what we do to protect personal information on the PROUT'S.ca web site. (a) What types of personal information is collected on the PROUT'S.ca web site? PROUT'S collects various types of personal information on the PROUT'S.ca web site. For example, PROUT'S.ca visitors can choose to become a member of the PROUT'S.ca web site to participate in some activities on the web site or to take advantage of special offers available to members only. To become a member, visitors must sign in by giving their names, phone number, postal address and e-mail address as well as a password of their choice. Personal information can also be required for participation in a contest or any promotions such as surveys or other activities that may take place through the PROUT'S.ca site. Visitors that purchase on-line via the "SHOP" section will be asked to provide their delivery address or pick-up address, if different from their postal address, their phone number and their credit card information. (b) Modification or update of personal data provided on the PROUT'S.ca

web site. If you are a PROUT'S.ca member, you may also review and modify any of the personal information contained in your member profiles at any time by clicking the "Member Profile" button. Then follow the relevant instructions to modify your profiles. (c) Cookies Like most Web sites, the PROUT'S.ca web site uses cookies to record data on your movements (such as the last section of PROUT'S.ca visited, last link clicked, the URL address visited before logging onto the PROUT'S.ca web site, etc.) and on the type of computer and browser used. The data is stored in a small file located on your hard disk. These cookies are then used to identify browsers when users surf the PROUT'S.ca web site in the future. COOKIES DO NOT IDENTIFY YOU OR DISCLOSE ANY PERSONAL DATA TO THE PROUT'S.CA WEB SITE and they do not have the capability to search for other types of data on hard disks. PROUT'S only uses the data it collects on the PROUT'S.ca web site to improve overall PROUT'S.ca customer and visitor surfing experiences, searches, and purchases or to compile general statistics. Most browsers are programmed to accept cookies. However, you can modify your browser's parameters to refuse cookies, though you may not be able to access all of the functions of the PROUT'S.ca web site. You may also access the contents of cookies on your hard disk by PROUT'S.ca, although the data may not be readily decipherable. (d) What does PROUT'S do with the personal information collected on the PROUT'S.ca web site? Personal information transmitted to PROUT'S is used for: Processing orders - Personal information transmitted by means of the purchase order forms required to buy goods through the "SHOP" section is used strictly to process orders. Only authorized PROUT'S staff can access this personal information. Processing payments - Personal information is also used by our financial service providers, strictly in the course of processing payments. Allowing users to save time when placing orders - Once a "SHOP" section order form has been filled out, PROUT'S saves certain personal information such as delivery and billing addresses. This way, a frequent users of the PROUT'S.ca web site need only supply their e-mail address when they return to the PROUT'S.ca web site before their original data is automatically displayed. PROUT'S SERVERS SAVE NO CREDIT CARD INFORMATION WHATSOEVER. This information must be entered by users every time they place an order. Crediting AIR MILES® reward miles - Visitors who make a purchase on the PROUT'S.ca web site and who are AIR MILES® collectors earn double the reward miles to which they are normally entitled for each \$20 purchase made on the PROUT'S.ca web site. PROUT'S uses personal information to track purchases and credit the rewards to which users are entitled. Automatically entering users in contests and notifying winners of their prizes. Each year, PROUT'S awards thousands of dollars in prizes by means of various contests. By filling in the appropriate order form in the "SHOP" section or by becoming PROUT'S.ca members, users are automatically entered in contests without having to fill in a special entry form. PROUT'S then uses the personal information shown on the completed form to advise winners of the various contests. Users wishing PROUT'S to remove their personal information from its list of automatic contest entries need only make the request by contacting the PROUT'S Customer Service representative at 1-866-283-2239. Communicating promotional offers to INTERESTED users and keeping them informed of changes affecting the site and PROUT'S products and services - A space at the bottom of the "SHOP" or "Member Profile" section form allows PROUT'S.ca users to subscribe to the PROUT'S mailing list. Users who check the appropriate box allow PROUT'S to send them messages dealing with its products, services and promotions on the PROUT'S.ca web site. When users choose not to check that box, PROUT'S will not use their personal information to send them promotional offers or solicit them in any way. (e) How does PROUT'S protect the personal information collected on the PROUT'S.ca web site? Any credit card information supplied to PROUT'S by means of the "SHOP" section form is kept confidential with a secure connection. Users who wish to know more about the steps taken by PROUT'S to ensure transaction security may consult the Transaction Security section of the PROUT'S.ca web site. Passwords are used to identify PROUT'S.ca web site users, who are their custodians and responsible for their confidentiality. Users should not disclose their passwords or authorize anyone to use them. PROUT'S uses passwords to protect the confidentiality of personal information to which users want access. For example, if users want to access their profiles or purchasing history, they need to identify themselves using their passwords. Hence, any person with access to a user's password could obtain the same information. Whenever users allow other people to use their computers, they should exit the computer from browsers at the end of each visit to the PROUT'S.ca web site.

12. Changing the PROUT'S Privacy Policy

PROUT'S reserves the right to change the PROUT'S Privacy Policy at any time without notice. Any modification of the PROUT'S Privacy Policy will be published on the PROUT'S.ca web site and made available in PROUT'S stores. Users are therefore encouraged to visit the PROUT'S Privacy Policy section of the PROUT'S.ca web site regularly. Placing an order through the PROUT'S.ca web site after modifications have been published constitutes acceptance of those modifications to the PROUT'S Privacy Policy.