

Totem Building Supplies Ltd.

Commitment to Privacy of Personal Information

At Totem Building Supplies Ltd., privacy of your personal information is important to us. We collect and use personal information about you to create a relationship that allows us to deliver quality products and services to our customers.

Beginning on January 1, 2004 all companies including Totem Building Supplies Ltd., must comply with new Privacy Legislation. Under the new legislation companies must disclose to their customers the processes and procedures that they follow to comply with the new laws. At Totem Building Supplies Ltd. we have always made every effort to protect the personal information that you provide to us. This commitment provides formal documentation to you on our policies governing personal information.

We want you to understand how and under what circumstances your personal information is collected and used, as well as what we're doing to ensure that your information is used according to good business practices and protected accordingly. We are careful to ensure that information is used responsibly, and only for the purpose for which you gave it to us.

Ten Privacy Principles

1. Accountability

Totem Building Supplies Ltd. is responsible for the personal information held by the company and has Privacy Officers to be accountable for the following principles. All personal information collected by Totem Building Supplies Ltd. remains confidential and is appropriately safeguarded.

2. Identifying Purposes

When collecting personal information to fulfill our obligation with our customers, Totem Building Supplies Ltd. is obligated to respect the boundaries of employee privacy and customer confidentiality.

3. Consent

The knowledge and consent of a customer or an employee are required for the collection, use and disclosure of personal information.

4. **Limiting Collection**

The collection of personal information shall be limited to that which is necessary for the purpose identified by Totem Building Supplies Ltd. Information shall be collected by fair and lawful means. Totem Building Supplies Ltd. uses information collected at the locations in order to fulfill its obligations to the customer.

5. **Limiting Use, Disclosure and Retention**

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes. **Totem Building Supplies Ltd. does not sell, trade or rent your personal information.**

6. **Accuracy**

Totem Building Supplies Ltd. shall keep personal information as accurate, complete and up-to-date as is necessary for the purposes for which it was collected. It is the responsibility of the employee or customer to supply Totem Building Supplies Ltd. with accurate, complete and up-to-date information.

7. **Safeguarding Information**

Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

8. **Openness**

Totem Building Supplies Ltd. will make information about its personal information management policies and practices readily available on request.

9. **Access**

Upon request, Totem Building Supplies Ltd. will inform individuals of the existence, use, and disclosure of their personal information. An individual shall be able to challenge the accuracy and completeness of the information and request to have it amended.

10. Customer Complaints

If at any time you feel that Totem Building Supplies Ltd. privacy policy has been violated (403) 247-5599 and ask to speak with one of Totem Building Supplies Ltd. Privacy Officers. Our e-mail info@totem.ca

NOTES:

Totem Building Supplies Ltd. Privacy Commitment and the privacy legislation refer only to an individual's personal information and do not apply to information regarding business customers. However, such information is protected by other Totem Building Supplies Ltd. policies and practices and through contractual arrangements.

The Totem Building Supplies Ltd. Privacy Commitment and the practices and principles described in this document are subject to the provisions of all applicable legislation and regulations.

The Totem Building Supplies Ltd. Privacy Policy does not limit the collection, use or disclosure by Totem Building Supplies Ltd. of an employee's name, title, business address (including e-mail address) or business telephone or fax number, or other information about the employee that is publicly available and is specified by regulation pursuant to the Personal Information Protection and Electronics Documents Act.

This document is subject to the provisions of the Totem Building Supplies Ltd. privacy policy and is not intended to replace the policy or create new rights or obligations not contained in the policy.