

## **Privacy Policies and Information**

Ottawa Structural Residential Services Ltd., recognizes that respecting user privacy over the Internet is of utmost importance. This privacy statement is designed to provide information about the privacy and data collection practices for the site: <http://www.ottawastructural.com/>. The Site is operated by Ottawa Structural Residential Services Ltd.

If you have questions or concerns regarding this statement, you should first contact our site coordinator at [webmaster@ottawastructural.com](mailto:webmaster@ottawastructural.com) or by postal mail to:

**Ottawa Structural Residential Services Ltd.  
5-E Caesar Avenue  
Ottawa, Ontario  
Canada, K2G 0A8**

Identifying Information. In general, you can visit the Site without telling us who you are or providing any information about yourself. In some areas of the Site, we ask you to provide information that will enable us to process an order, offer services that require registration, assist you with technical support issues or to follow up with you. Generally, Ottawa Structural Residential Services Ltd. requests identifying information when you:

1. Register on our web site.
2. Place an order.
3. Provide feedback to an online survey or tell us about an idea or suggestion.
4. Request information or files from technical support or customer service.

In these instances, Ottawa Structural Residential Services Ltd., will ask for your name, address, e-mail address, phone number and other appropriate information needed to provide you with these services. In all instances, if you receive a newsletter or other mailing from us, you will always be able to "unsubscribe" to these mailings at any time.

**What Ottawa Structural Residential Services Ltd., Will Do With Your Information.** If you choose to give us personal information for any of the purposes above, this information is retained by Ottawa Structural Residential Services Ltd., and will only be used by Ottawa Structural Residential Services Ltd., to support your customer relationship with us. We will not add you to a mailing list, or newsletter without your registration for this service. We will only contact you if further information is required from you to complete a service.

**What Others May Do With Your Information.** Ottawa Structural Residential Services Ltd., does not share, rent, or sell any personally identifying information provided through our Site (such as your name or email address) to any outside organization for use in its marketing or solicitations.

**Ottawa Structural Residential Services Ltd., On-line Store.** The Ottawa Structural Residential Services Ltd., On-line Store is designed to give you options concerning the privacy of your identifying information. If you choose, you can set up an account. This will allow you to have a customized order page for express ordering and to view your purchasing history. To protect your privacy, we have designed the Sites to include certain steps to verify your identity before granting you access or enabling you to make corrections in an account. You will always have access to this account information and can view it, update it or correct it at any time. To access your information, you will need to use a password.

When purchasing products through the our web site, the order form will also ask you to provide a daytime telephone number. However, the telephone number is only used to quickly resolve questions relative to an order, such as to clarify customer email addresses that are inactive, or entered incorrectly.

**Third Party Links.** [www.ottawastructural.com](http://www.ottawastructural.com) does provide links to other sites. Other Internet sites and services have separate privacy and data collection practices. Once you leave [www.ottawastructural.com](http://www.ottawastructural.com), Ottawa Structural Residential Services Ltd., cannot control, and has no responsibility for, the privacy policies or data collection activities at another site.

**Children's Privacy Protection.** Ottawa Structural Residential Services Ltd., is sensitive to the heightened need to protect the privacy of children under the age of 13. The vast majority of the material on our web site is not intended for children and is not targeted to children under the age of 13. We do not knowingly collect data from children and, if we learn that we have received personal data from a child, we will remove this information from our database.

**Changes to this Policy.** Ottawa Structural Residential Services Ltd., may from time to time revise its privacy policy. You should therefore periodically visit this page, so you are aware of any such revisions. We will not, however, use your existing information in a manner not previously disclosed. You will be advised and have the opportunity to opt out of any new use of your information.

**Contacting Us.** If you have any questions about our privacy policy and/or the practices of our web site, you can write to:

OTTAWA STRUCTURAL RESIDENTIAL SERVICES LTD.  
5-E CAESAR AVENUE  
OTTAWA, ONTARIO  
CANADA, K2G 0A8

**Credit Card Security.**

We know customers are concerned about credit card security. We use one of the world's largest funds transfer agencies - **PayPal**.

If you choose to use a **PayPal** account, your personal credit card information will not be given to Ottawa Structural Residential Services Ltd.