

Privacy Policy Statement

Our Commitment

At The Printing House Limited™ (TPH®), we are committed to protecting the privacy of the personal information of our customers, employees, suppliers and other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our day-to-day activities we may gather and use personal information. If we collect such information from you, you may expect that it will be carefully protected and that any use of or other dealing with this information not provided for in this Privacy Policy is subject to your consent.

Defining Personal Information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions which are not considered personal information include business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories.

Where an individual uses his or her home contact information as business contact information, we consider that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

Privacy Practices

Personal information gathered by TPH® is kept in confidence. Our personnel are authorized to access such personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure that the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that are appropriate in light of the circumstances. We offer individuals we deal with the opportunity to opt not to have their personal information shared with our personnel and third parties for purposes beyond those for which it was collected.

All listings of customers, staff, and suppliers are considered strictly confidential and shall not be released for use by others outside TPH® except as provided for in this Privacy Policy without prior written and specific authorization or as may be required by law.

A. Collecting Your Personal Information

TPH® collects personal information for the primary purpose of conducting our day-to-day operations. In addition, we may need to provide your information to lenders or persons who acquire all or part of our operations provided they too have policies in place to protect personal information from inappropriate use. TPH® collects details such as your name, address, telephone and facsimile numbers and email addresses.

When personal information is collected for a specific purpose such as special events, registration forms, websites, newsletters, or other documents TPH® will provide details of the purposes for which the information is collected and is to be used.

B. Securing Your Personal Information

To prevent any unauthorized access to your personal information, TPH® has installed computer and network security, including firewall, encryption and password protection processes as well as anti-virus software on all of its workstations.

Only authorized staff has access to such information stored on our computer system. Hard copies of any such information are stored in locked filing cabinets, offices and equivalent off site secured storage areas.

C. Disclosing Your Personal Information

To conduct our operations, we engage suppliers. Accordingly, some information may be used or disclosed in part by TPH®, among other groups, to:

- Enable contractors to prepare and deliver documents and communications to stakeholders
- Send direct mail to stakeholders with news

In addition, as noted above, lenders or persons who acquire all or part of our operations may receive personal information provided they too have policies in place to protect personal information from inappropriate use.

D. Withdrawing Your Consent

If you do not consent to all of the disclosures set out above then you can inform us that you do not wish to have your personal information used or disclosed by us, by contacting our Privacy Officer as set out below.

TPH® will then ensure that your personal information is not disclosed or used for the specified purpose except where such disclosure is required to conduct our operations, authorized by you or required by law.

If you do not object to the uses or disclosures as stated above, we will assume that we have your express consent to all such uses and disclosures.

E. Accessing Your Personal Information

You may, upon written request, access the personal information which TPH® has obtained about you. To arrange access, please contact our Privacy Officer for details (of how to make your written request).

F. Changing Personal Information

TPH® endeavors to ensure that personal information held by it is accurate, complete and up to date. Where you believe that personal information held by TPH® is not accurate, complete or up-to-date, please advise our Privacy Officer as set out below and every effort will be made to correct the information.

G. Lodging a Complaint

For any purpose associated with privacy matters including the lodging of a complaint, please contact our Privacy Officer as set out below.

H. Opt-Out Language

We do not sell or trade our mailing lists. However, if at any time you wish to be removed from our mailing lists, simply contact us as set out in Section J.

I. Updating and Changes to the Privacy Policy

We regularly review our privacy practices and may amend this policy from time to time. If substantial changes are made in the way that we use personal information, a notification will be placed on our website.

Please check this website, www.tph.ca, on an ongoing basis for information on our most up-to date practices.

J. Contact information

We hope that you find the information in this policy statement helpful.

Copies of this privacy policy are available from our office or can be mailed by phoning us as set out below.

Questions, concerns or complaints related to TPH®'s privacy policy on the treatment of personal information should be emailed to customercare@tph.ca or by phone at 416-536-6113 or toll free at 1-800-874-0870.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca

This privacy statement was last amended July 8, 2018.