



Latest Revision: 22/09/23

Privacy Policy

Our Policy and its scope

We at Commonwealth Plywood Company Ltd and the affiliated entities part of our group (“Commonwealth Plywood Group”, “we”, “us”, or “our”) want you to understand how we collect, use and process your personal information.

This policy applies to our website <https://www.distnortra.com/> and other activities involving the processing of our customers' personal information.

What Personal Information do we collect, and why ?

“Personal information” is defined as information about a person that allows them to be identified directly or indirectly. We collect your personal information for a variety of purposes, in particular for processing your transactions with us. You hereby undertake that the information you provide us will be accurate; otherwise, we may not be able to offer you our services. Please see the following charts for details:

Category	Examples	Collection Purposes
Contact information	Full name, email address, phone number, mailing address	<p>To process your orders and purchases made online, on location or otherwise.</p> <p>To send service messages to you by email or SMS.</p> <p>To answer your questions and service requests.</p> <p>To send you information about our products by email, mail, SMS or social media, for example, if you sign up for a newsletter.</p> <p>To enable us to detect and prevent fraud.</p> <p>To help us personalize our website.</p>
Date of birth	Day, month and year of birth	Prevention and fraud detection
Payment information	Credit card number or bank information	<p>Take payments and make refunds.</p> <p>Fraud prevention and detection.</p>

Contact history: phone, email or social media or other	Correspondence by phone, email or social media	To guarantee a superior level of Customer Service and for employee training.
Photographs and video surveillance images taken at our premises	Recordings from surveillance cameras	Use of video equipment in and around our sites, facilities and buildings for surveillance and security purposes. We may share, if necessary and as part of a strictly controlled process, video surveillance images with police and fraud prevention agencies.

Please note that we may also use or process your personal information for any other purpose authorized or required by law.

To who do we disclose Personal Information ?

We share your personal information with third parties when it is necessary for the purposes identified below:

Catégorie	Explications
Material or service Suppliers	Some personal information may be shared with third parties who provide materials or services to us, for example to process or approve your orders and processing payments. We also use technology providers to host data collected and generated data by our business activities.
Professional Advisors	Your personal information may be shared with our legal, financial, accounting or other advisors to the extent needed to carry out our business activities or to comply with applicable laws.
Police and Government Authorities	We may receive requests from police or other government authorities to access your personal information. We verify the legitimacy of every request before responding.

Some of these third parties may be based or may share your personal information outside of your province of residence. By sharing your personal information with us, you are providing your consent for it to be shared and stored outside your province of residence. When such information is outside your province of residence, it is subject to the laws of the jurisdiction in which it is held and may be disclosed to governments, to the courts or law enforcement or regulatory agencies of such other jurisdictions, in accordance with local laws.

However, our practices regarding your personal information will continue to be governed by this Privacy Policy at all times and, in such a case, we will comply with applicable legal requirements to provide adequate protection on the transfer of information to such other jurisdiction.

If you would like more information about how we communicate your personal information, please contact us as described in the "How to Reach Us" section.

How do we protect your Personal Information ?

We implement physical, administrative and technical security measures to maintain the confidentiality, integrity and security of personal information under our control. However, information transmitted using the Internet and/or stored on systems connected to the Internet is not 100% secure, and no security system has the ability to guarantee its protection.

We keep your personal information only as long as necessary for the purposes specified in this policy and to comply with our legal obligations. Access to your personal information is restricted to those who need it in connection with the performance of their work.

Rights to your Personal Information

In certain circumstances and subject to applicable privacy laws, you may, upon written request accompanied by proof of identity:

1. View your personal information that we process;
2. Request rectification of your incorrect personal information; and
3. Withdraw your consent to the processing of your personal information.

If required or permitted by law, you may have additional rights, including:

4. The right to control the dissemination of your personal information;
5. The right to receive computerized personal information collected from you in a structured, and commonly used technological format, and have it transferred directly to another organization;
6. The right to be informed of and to make observations regarding automated decision making; and
7. The right to request information about the processing of personal information.

You also have the right to file a complaint through a competent privacy authority, particularly in the province where you reside, where we are based or where an alleged violation of data protection law has occurred, including, for example, the *Commission d'accès à l'information du Québec*.

To exercise any of these rights, please contact us as described in the "How to Reach Us" section.

Protection of children's Personal Information

We do not collect personal information from children under 14. If you are the parent or legal guardian of a child under the age of 14 who has provided us with personal information, please contact us as described in the section below "How to Reach Us" to ask us to delete or stop using this personal information.

How to unsubscribe from marketing communication

At any time, if you wish to opt out of receiving marketing communications from us, we include an Unsubscribe link in our marketing emails or you can contact us as described in the "How to Reach Us" section.

Remember, even if you choose to no longer receive our marketing communications, you will still continue to receive transactional or account-related communications about products or services you have requested on our website.

How will you be informed if this Policy is modified ?

We may update this policy from time to time. We will notify you of any changes to this policy. Any changes will be effective upon publication of the revised version on our website.

This policy was last updated on the last revision date indicated at the top of the page.

How to Reach Us

Our Privacy Officer is responsible for overseeing the privacy practices of the Commonwealth Plywood Group.

If you have any questions, requests or complaints about this policy or how we handle your personal information, please contact our Privacy Officer at:

Email Address:

prprp@cpcl.ca

Mailing Address:

Commonwealth Plywood Group
15 boulevard du Curé-Labelle, P.O. Box 90
Sainte-Thérèse (QC) J7E 4H9

Telephone Number:

(450) 433-4686