



# Privacy Policy

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## I. PRIVACY STATEMENT

Novex Delivery Solutions values our relationships with customers, suppliers and staff and we are committed to ensuring your right to privacy. The purpose of this Privacy Statement is to explain our business practices relating to collection, use, protection and disclosure of personal information<sup>1</sup>.

Please review our Privacy Policy regularly as it is subject to change without notice. Changes that may affect our Privacy Policy include updating our system, introducing new products or services, and changes in laws and/or regulations.

## II. COLLECTION AND USE OF PERSONAL INFORMATION

Novex collects and uses personal information to provide our customers with worry free delivery service. Outlined below are the types of information collected and their uses:

### Collection of Personal Information

Customers must complete a credit application to set up a credit account with terms. In doing so, some personal information is required. For example:

- Banking and/or credit card information
- Home address and contact numbers (mainly for sole proprietorships)
- Your signature as proof of identity
- Financial and billing information

Correspondence, including e-mails and faxes, will be retained in our account records as well as all information provided on each delivery made.

### Use of Personal Information

The main purpose Novex may use personal information is to complete a delivery at the customer's request. Other circumstances that may lead us to use personal information are:

- To provide efficient, reliable services in a cost effective manner. This includes communicating the status of a delivery as needed.
- Customer support, account management, verifying credit and invoicing.
- To develop and maintain our working relationship.
- To advise our customers on new and/or improved products and services.
- To collect outstanding debts, including the use of a 3<sup>rd</sup> party collection agency.
- To assist law enforcement agencies as required.
- To meet legal requirements.

## III. DISCLOSURE OF PERSONAL INFORMATION

Unless otherwise stated, personal information will not be shared<sup>2</sup> with third parties without your consent. In all cases where consent is given, Novex will not authorize third parties to keep, disclose or use your personal information for any use other than the specific service(s) required to fulfill our obligations with you.

Novex reserves the right to disclose personal information under the following conditions:

- To co-operate fully with local, provincial and federal officials in any investigations of unlawful activities.
- In response to a court order, subpoena, search warrant, law or regulation as required by law.

#### **IV. KNOWLEDGE AND CONSENT**

Novex collects Personal Information about customers only when customers voluntarily provide this information. Consent may be withdrawn at any time, subject to legal or contractual obligations. There may be implications to withdrawal, such as inability to complete deliveries to home based businesses. Contact us at [info@novex.ca](mailto:info@novex.ca) to withdraw consent.

#### **Deliveries**

Personal information will be used for the sole purpose of completing a delivery as outlined by our customer, including communicating the status of a delivery. Novex will rely on the customer obtaining consent from the third party to use their personal information within the boundaries of completing the delivery.

#### **V. SECURITY**

All reasonable care and precautions will be taken to protect all Personal Information collected from our customers, suppliers and employees from loss and unauthorized access.

Access to Personal Information is limited to authorized individuals within the organization.

Customers who use our on-line services are requested to protect passwords providing access to your on-line account. Be wary as Novex and/or its representatives will not ask you for your password. On-line security measures also include firewalls to prevent unauthorized access through our website.

However, due to the nature of our industry, Novex cannot guarantee confidentiality of information displayed on shipments (on the package or on the label). To help minimize unauthorized use of information printed on shipments, all Novex drivers and staff will be trained with security protocols on releasing personal information.

#### **VI. COOKIES**

Our Web Servers, for both general information and On-line Ordering, do not use cookies or any other method to collect personal data about visitors to our Web Site. Generic data is collected for statistical purposes only - number of hits, area of origin, hits per hour etc. The On-line Ordering system will collect data in the form of account and password authentication and log events such as login and trip submit to a server behind our own personal firewall. Novex also employs 128-bit SSL encryption<sup>4</sup> to further secure your information.

#### **VII. CONTACT US**

By accepting the Privacy Policy, you are expressly consent to our use and disclosure of your personal information in the manner described in this policy. If you have any questions regarding our Privacy Policy, Privacy Statement or Privacy Practices, please contact us:

- E-Mail: [info@novex.ca](mailto:info@novex.ca)
- Phone: 604-278-1935
- Mail: Novex Delivery Solutions – #2040 - 2633 Simpson Road, Richmond, B.C V6X 0B9

Questions or concerns should be addressed to our President.

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<sup>1</sup>Personal Information: Information about an individual that makes you identifiable to us, but does not include the name, title or business address or business telephone number of an employee of an organization.

<sup>2</sup>Includes selling, exchanging and publishing of Personal Information.