

Privacy Statement

We collect personal information from our customers in the regular course of doing business. This document answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

What personal information do you collect about me?

We collect the following information about you:

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Date of Birth/Age
- Gender
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

How do you use this information?

The main reasons we collect personal information from you are:

- Because it is required by law
- Because it may be useful in the future
- Because our computer software asks for it
- Complaints
- Customer relationship management
- Customer service
- Marketing
- Orders
- Returns
- To administer a loyalty program
- To complete a sale/transaction
- Warranties

Use of Personal Information for Secondary Reasons

We also may use your personal information for other, secondary reasons, including:

To complete a sale/transaction

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Product/service preferences

Marketing

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Customer service

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Date of Birth/Age
- Gender
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

To administer a loyalty program

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

Customer relationship management

- Product/service preferences
- Customer satisfaction info
- Opinions about products and services

Warranties

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Product/service preferences

Returns

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Product/service preferences

Orders

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Health/medical information

Complaints

- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

Because our computer software asks for it

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Product/service preferences

Because it may be useful in the future

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Health/medical information

Because it is required by law

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Sharing of Personal Information with Third Parties

Sometimes, we also share your personal information with other companies, including:

- Other:
Referring Health Care Professionals

Alberta

Office of the Information and Privacy Commissioner of Alberta
410, 9925 - 109 Street, Edmonton, Alberta T5K 2J8
Phone: (780) 422-6860
Toll Free: 1-888-878-4044
Email: generalinfo@oipc.ab.ca
Web Site: <http://www.oipc.ab.ca>

British Columbia

Office of the Information and Privacy Commissioner for British Columbia
P.O. Box 9038, Stn. Prov. Govt.
756 Fort Street, 3rd Floor
Victoria, British Columbia V8V 1X4
Phone: (250) 387-5629
Toll-free: 1 (800) 663-7867 (free within B.C.)
Email: info@oipc.bc.ca
Web Site: <http://www.oipc.bc.ca/>

New Brunswick
Office of the Ombudsman
Sterling House
P. O. Box 6000
767 Brunswick Street
Fredericton, NB E3B 5H1
Phone: (506) 453-2789
Email: nbombud@gnb.ca
Web Site: <http://www.gnb.ca/0073/index-e.asp>

Newfoundland and Labrador
Office of the Information and Privacy Commissioner for Newfoundland and Labrador
2nd floor, 34 Pippy Place
P.O. Box 13004, Station A
St. John's, NL A1B 3V8
Phone: (709) 729-6309
Email: commissioner@oipc.nl.ca
Web Site: <http://www.oipc.gov.nl.ca/default.htm>

Northwest Territories
Information and Privacy Commissioner of the Northwest Territories
5018, 47th street
Yellowknife, Northwest Territories X1A 2N2
Phone: (867) 669-0976
Fax: (867) 920-2511
Email: atippcomm@theedge.ca

Nova Scotia
Nova Scotia Freedom of Information and Privacy Review Office
P.O. Box 181
Halifax, Nova Scotia B3J 2M4
Phone: (902) 424-4684
Email: foipopro@gov.ns.ca
Web Site: <http://www.gov.ns.ca/foiro/>

Nunavut
Information and Privacy Commissioner of Nunavut
5018, 47th street
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Phone: (867) 669-0976
Fax: (867) 920-2511
Email: atippcomm@theedge.ca
Web Site: <http://www.info-privacy.nu.ca/en/home>

Ontario
Office of the Information and Privacy Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8

Phone: (416) 326-3333
Toll-free: 1 (800) 387-0073 (free within Ontario)
Email: info@ipc.on.ca
Web Site: <http://www.ipc.on.ca/>

Prince Edward Island
Office of the Information and Privacy Commissioner of Prince Edward Island
180 Richmond Street
P.O. Box 2000
Charlottetown, Prince Edward Island
C1A 7N8
Telephone: (902) 368-4099
Email: mlsmith@gov.pe.ca
Web Site: www.oipc.pe.ca

Québec
Commission d'accès à l'information du Québec
575 St. Amable Street
Suite 1.10
Québec, Québec G1R 2G4
Phone: (418) 528-7741
Toll-free: 1 (888) 528-7741 (free within Québec)
Email: Cai.Communications@cai.gouv.qc.ca
Web Site: <http://www.cai.gouv.qc.ca/index-en.html>

Saskatchewan
Office of the Information and Privacy Commissioner of Saskatchewan
503-1801 Hamilton Street
Regina, Saskatchewan
S4P 4B4
Phone: (306) 787-8350
Email: gdickson@oipc.sk.ca
Web Site: <http://www.oipc.sk.ca>

Yukon
Office of the Yukon Ombudsman and Information and Privacy Commissioner
211 Hawkins Street, Suite 201
P.O. Box 2703
Whitehorse, Yukon Territory Y1A 2C6
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Email: email.ombudsman@ombudsman.yk.ca
Web Site: <http://www.ombudsman.yk.ca/>