



EATON, ELECTRICAL GROUP - CANADIAN OPERATIONS

CUSTOMER PRIVACY POLICY

Your privacy is important to us. In compliance with the Personal Information Protection and Electronic Documents Act, (PIPEDA), this policy is to inform you what information we gather about you, how we use it, to whom we may disclose it, how you can opt out of collection, use or disclosure of your personal information, and how to get access to the information we may have about you. This policy applies to personal employee information as defined by PIPEDA.

Collection of Information

In our dealings with our customers, we may collect information about your employees such as name, address, telephone number, business affiliations and emergency contact information. We may collect the information from your employees directly, from co-workers or from other sources. We may obtain information by telephone, in person, by mail, by fax, or by e-mail, through contests, promotions, warranty registrations, financial checks and web applications. We may keep the information in written form or electronically. By providing this information to us, you enable us to conduct business with your company.

Using Information

We use the information collected to help us conduct business with your company. We will retain your personal employee information only for as long as required by law or as necessary for the purposes for which it is collected. Your personal employee information will not be used for other purposes without your consent.

Disclosing Information

We will not disclose any personal information collected about you to anyone, unless required to do so by law, except when we provide the information to firms involved in business transactions with your company. These might include distributors, agents, etc. who represent us. If our business is sold, we may provide this information to the purchaser of our business.

We will comply with all laws that require us to supply the information to government agencies and others. We will not otherwise sell, transfer or trade any mailing list that includes personal information about your employees without your consent.

Keeping Information Secure

We will keep written information in a secure place in a locked cabinet. If the information is stored electronically, it will be password protected and available only to those members of our staff who require it.

Access to Information

If you wish to review the personal information we keep about you please contact our Privacy Officer at the address below. At your request, subject to applicable law, we will correct or delete your personal information from our records.

Obtaining Your Consent

By providing personal information to us, you are consenting to us using it for the purposes set out above and disclosing it to the parties described above. If you do not want us to use any personal information about you, or wish to limit the use or disclosure of such personal information by us, please contact the Privacy Officer at the address set out below by mail, fax, or e-mail.

Contact Us

We may be contacted by mail, fax, or e-mail as follows:

Privacy Officer: Bob Brake

Address: 5050 Mainway, Burlington, Ontario, Canada, L7L 5Z1 Fax: (905) 631-4248

E-mail: bobbrake@eaton.com

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