



The Durham Business Outsource (DBO) Privacy Policy is based on the following 10 principles:

Clear accountability - We are responsible for all personal information under our control and have designated one individual, Andrew Wells, who will be accountable for the organization's compliance with this policy.

Identifying purposes for information - We will identify the purpose for which we collect personal information at or before the time the information is collected.

Knowledge and consent of information collected - We obtain the customer's consent to the collection, use or disclosure of personal information except where permitted by law.

Limiting collection of information - We limit the collection of personal information to that which is necessary for the purpose identified. We collect personal information by fair and lawful means.

Limiting use, disclosure and retention of information - We do not use or disclose personal information for the purposes other than those for which it was collected, except with the consent of the individual or as required by law. We retain personal information only as long as it is necessary for the fulfillment of those purposes.

Accuracy in all we do - Personal information is maintained in an accurate and up-to-date form and as is necessary to fulfill the purpose for which it is to be used.

Safeguards against abuse - We protect personal information by employing securities safeguard appropriate to the sensitivity level of the information.

Openness and honesty - We make available to our customers and employees, information concerning the policies and practices that apply to the management of their personal information.

Your individual access to your information - Upon request, customers and employees will be informed of the existence, use, and disclosure of their personal information, and be given access to it. Customers and employees may verify the accuracy and completeness of their information and may request that the information be amended where and when appropriate.

Your ability to challenge compliance with these principles - Customers or Employees may direct any questions or enquiries with respect to the privacy principle outlined above or about our practices by contacting our privacy officer.

We may collect, use and disclose personal information from our customers for the purposes of providing our services. We may also collect use or disclose personal information for all other lawful purposes that may be reasonably required. Customers may revoke their consent of collection, use and disclosure of personal information by contacting our Privacy Officer in writing. Please note that removing your consent may prevent you from receiving services, special offers and announcements. Access to personal information is given to employees who we believe need use of that information to provide products or services to you or in order to do their jobs. Any information we obtain from you is voluntarily provided to us from you and processed and stored in secure and confidential databases with password-protected access control. We maintain security standards and ensure that your personal information is protected against unauthorized access, disclosure, inappropriate alteration or misuse. Our safety and security measures are appropriate to the sensitivity of the information.

Online Privacy:

The policy of DBO is to respect the privacy of all web site visitors to the extent permitted by law. This online privacy statement is intended to inform you of the ways in which this web site collects information, the use of that information, and the ways in which we will protect any information you voluntarily provide us.

There are three types of information that this site may collect during your visit: web visit logs, cookies, and information voluntarily provided by you.

Web Visit Logs

DBO web sites routinely collect and store information from online visitors to help manage those sites and improve service. This information includes the pages visited on the site, the date and time of the visit, the internet address (URL or IP address) of the referring site, the domain name and IP address from which the access occurred, the version of browser used, the capabilities of the browser, and search terms used on our search engines. This site makes no attempt to identify individual visitors from this information: any personally identifiable information is not released to external parties without your consent unless required by law.

Cookies

Cookies are pieces of information stored by your web browser on behalf of a web site and returned to the web site on request. This site may use cookies for two purposes: to carry data about your current session at the site from one web page to the next, and to identify you to the site between visits. If you prefer not to receive cookies, you may turn them off in your browser, or may set your browser to ask you before accepting a new cookie. Some pages may not function properly if the cookies are turned off. Unless otherwise notified on this site, we will not store data, other than for these two purposes. Cookies remain on your computer, and accordingly we neither store cookies on our computers nor forward them to any external parties. Unless otherwise notified on this site, we do not use cookies to track your movement among different web sites and do not exchange cookies with other entities.

Information Voluntarily Provided by You

In the course of using this web site, you may choose to provide us with information to help us serve your needs. For example, you may send us electronic mail (through a mailer or a web form) to request information, you may sign up for a mailing list, or you may send us your address so we may send you an application or other material. Any personally identifiable information you send us will be used only for the purpose indicated. Requests for information will be directed to the appropriate staff to respond to the request, and may be recorded to help us update our site to better respond to similar requests. We will not sell, exchange or otherwise distribute your personally identifiable information without your consent, except to the extent required by law. We do not retain the information longer than necessary for normal business operations. If you do not wish to have the information used in that manner, you are not required to provide it. Please contact the Privacy Officer with questions or concerns on the use of personally identifiable information.

DBO web sites provide links to other World Wide Web sites or resources. We do not control these sites and resources, do not endorse them, and are not responsible for their availability, content, or delivery of services. In particular, external sites are not bound by the DBO's online privacy policy; they may have their own policies or none at all. Often you can tell you are leaving a DBO web site by noting the URL of the destination site.

If you have questions about this site, its collection of information, and its online privacy statement, contact the site administrator:

Durham Business Outsource, 116 Burcher Road, Ajax, Ontario, Canada, L1S 2R4
General Email: info@dbo.ca, Phone: 905-683-5245, Fax: 905-683-3267