



## Privacy Policy

This Privacy Policy explains how we treat the information we collect from our website.

### Information Provided Intentionally

#### PERSONAL/CONTACT INFORMATION

When you request a quote on our Site, we collect the information that you submit, which could include: your name, your company, email address, phone number and general location along with any other information you provide in the free text fields. This information we collect may be used for any of the following purposes: (1) to correspond with you, 2) to fulfill your requests for quotes, products and services; (3) to provide you with promotional information; (4) to contact you when necessary; (5) to review Site usage and operations; (6) to address problems with the Site, our business or our products and services; and (7) to protect security or integrity of the Site and our business.

This personal information may be shared with reputable third-party associates of Specific Mechanical Systems that work with us to provide products and services to our customers. We may use this information for marketing campaigns in order to market products and services [to you directly, unless you have asked us not to]. We may also disclose your information to third parties if the law requires it or to protect the rights or property of Specific Mechanical Systems.

If you do not want us to share your contact information with other companies or organizations, or do not want to receive additional promotions from us, please let us know by emailing us at [office@specific.net](mailto:office@specific.net). If you opt-out of promotional or newsletter emails from Specific Mechanical Systems, we may continue to send you certain transactional communications, such as service announcements and administrative messages relating to Specific Mechanical Systems that are necessary for our relationship with you.

We collect your phone number(s) to assist in maintaining contact with you. You may also choose to receive SMS text updates from us.

Mobile marketing campaigns may involve you sending an e-mail from your mobile device to us or a third-party campaign operator. An e-mail or other response will then be sent to your mobile device. Opting to participate in a campaign is solely your choice. When you engage in these mobile marketing campaigns, we and the third-party campaign operator may collect your mobile phone number, the name of your wireless service provider, images that you send using your mobile device as part of the campaign, and other relevant information.

#### CREDIT CARD AND PAYMENT INFORMATION

Specific Mechanical Systems does not share payment information with third parties.

#### INFORMATION PROVIDED IN OPTIONAL SURVEYS



Specific Mechanical Systems periodically asks members to participate in online surveys or to fill out online questionnaires concerning topics such as the operational performance of our systems, advertising effectiveness and customer satisfaction. All surveys and questionnaires are optional and the information collected will not be associated with any user's personal information. Information gathered may be shared with third parties in order to improve customer satisfaction and program effectiveness. No personal information of any user will be connected to survey or questionnaire results.

### Information Provided Automatically

#### COOKIES

When you use our Sites, we gather web traffic information via "cookies". Our cookies do not contain personally identifying information, but they enable us to identify you as a repeat visitor and help us personalize your specificmechanical.com experience. You need to have cookies enabled on your computer in order to use our site.

#### FLASH COOKIES

Certain features of our Site may use local stored objects (or Flash cookies) to collect and store information about your preferences and navigation to, from and on our Site. Flash cookies are not managed by the same browser settings that are used for browser cookies.

#### WEB BEACONS, PIXEL TAGS, AND 3RD PARTY COOKIES

Specific Mechanical Systems, or third parties engaged by us, may use web beacons on some pages of this site. Specific Mechanical Systems shares aggregated information collected through web beacons to vendors for which the beacon was set to determine the success of marketing campaigns, but does not disclose personally identifying information to these vendors. Web beacons DO NOT pass or read personally identifiable information about you.

### What Specific Mechanical Systems Does With Your Information

#### HOW DOES SPECIFIC MECHANICAL SYSTEMS PROTECT CUSTOMER INFORMATION?

Protecting your information from unauthorized disclosure is extremely important to us. We use the industry standard technology to protect the security of your information.

#### WILL SPECIFIC MECHANICAL SYSTEMS DISCLOSE THE INFORMATION IT COLLECTS TO OUTSIDE PARTIES?



Specific Mechanical Systems shares information with third-party intermediaries that provide a service for Specific Mechanical Systems to help us operate our business, our Site, or administer activities on our behalf. These companies do not retain personal information or share it with any other parties.

If you do not want us to share your information with other companies or organizations, please let us know by emailing us at [office@specific.net](mailto:office@specific.net). If you opt-out of promotional or newsletter emails from Specific Mechanical Systems, we may continue to send you certain communications, such as service announcements and administrative messages, relating to Specific Mechanical Systems that are necessary to our relationship with you.

Specific Mechanical Systems may also disclose your personal information to third parties in certain limited circumstances, as follows (1) as necessary if we believe that there has been a violation of our Terms and Conditions, of the law, of our rights or of any third party; (2) to respond to judicial process and provide information to law enforcement agencies or in connection with an investigation on matters related to public safety, as permitted by law, or otherwise as required by law; and (3) if you have given permission for us to share your account information with other members of your household.

Specific Mechanical Systems may also sell, transfer, or otherwise share some or all of its assets, including your personally identifiable information, in connection with a merger, acquisition, reorganization or sale of assets, or in the event of bankruptcy. You will have the opportunity to opt out of any such transfer if the new entity's planned processing of your information differs materially from that set forth in this Privacy Policy.

#### OUR BULLETIN BOARDS, SOCIAL MEDIA PAGES, CHAT ROOMS & USER BLOGS

Our program provides support through social media pages and blogs. This format gives our members the opportunity to interact with each other. You are offered the opportunity to include your e-mail address with your message, but you are not obligated to do so. Please keep in mind that whenever you voluntarily disclose personal information online (whether it is on message boards, through e-mail, in meeting rooms, on social media pages or in blogs) your information can be collected and used by others. In short, if you post personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return. We cannot control the actions of any third parties. We reserve the irrevocable, perpetual and worldwide right to copy and post both within the Specific Mechanical Systems website, and those of its parent, affiliates, subsidiaries, assigns, agents and licensees and any social media outlets and advertising medium through which we are engaged any comments, pictures or other information you post on the bulletin boards, social media pages, chat rooms, blogs, or elsewhere on the Specific Mechanical Systems community website, without any further notice to you or any remuneration therefore.

#### Your Rights and Your Consent

#### YOUR CONSENT AND NOTIFICATION OF CHANGE

By using our Site, social medias, telephone consultation, or mailing in requests for information you consent to the collection and use of your information by Specific Mechanical Systems. If at some point in



the future, there is a material change to our information usage practices that affect your personally identifiable information, we will notify you by e-mail. At the time of this message, you will be able to opt-out of the new information usage by sending a message to the following e-mail: [office@specific.net](mailto:office@specific.net). You should check this posted privacy statement for changes.

#### NEWSLETTER

If a user wishes to subscribe to our newsletter, we ask only for an individual's e-mail address. Out of respect for our users' privacy, we provide a way to opt-out of these communications.

#### CORRECTIONS/UPDATES

To make changes to any of your personal information, including name, shipping address, and telephone number, please call Specific Mechanical Systems at 1-250-652-2111.

#### THIRD-PARTY WEBSITES

Our Site may contain links to third-party websites, which may have privacy policies that differ from our own. We are not responsible for the activities and practices that take place on these sites. Accordingly, we recommend that you review the privacy policy posted on any site that you may access through our Site.

#### TELL US WHAT YOU THINK

Specific Mechanical Systems welcomes your questions and comments about privacy and/or this policy. Please contact us at [office@specific.net](mailto:office@specific.net).

Specific Mechanical Systems Ltd.

6848 Kirkpatrick Crescent

Saanichton, BC, V8M-1Z9