

PipeSak[®] Inc. Privacy Policy: *At a Glance*

“We”, “Us”, “Our”, and “PipeSak[®]” all refer to PipeSak[®] Incorporated.

What do we collect

- Contact details, when you provide them
- Data required to fulfil our contract to you
- Data on how you use our website
- Data that may identify you

How we use it

- To fulfil our contract to you
- To help us improve our website
- To send you bid letters, if you opt-in
- To send you newsletters, if you opt-in
- To provide you our services, such as spacing requests

Who else uses it

We use some tools, services, and partners to help us serve you better. They help us keep PipeSak[®] running smoothly by storing or processing data on our behalf:

- Infrastructure: WordPress, AWS
- Analytics: Google, DoubleClick, HotJar, LinkedIn, Bing
- Red Rhino: Our marketing firm, which processes the analytics captured from the above
- Western IT: Our IT firm, which stores information from our Customer Relationship Management software
- Sika[®] Greenstreak: We sell Tuff-N-Nuff, a Sika product, and sometimes need to provide them with your shipping information in order to complete our contract with you

No one has permission to use your information for any purpose that you have not consented to. We do not sell your information. We hold our partners to the highest standards regarding data security, and privacy.

Cookies

- We use cookies on our website to help run it, and to continually improve it
- Our third-party service providers use cookies too, which they control
- You can turn off cookies in your browser, but it may limit our ability to serve you

Your Rights

- Access information we have on you
- Opt-out of newsletters, marketing communications or other processing
- Port your data to another service
- Have your data erased by PipeSak[®] ('be forgotten')
- Complain about us

PipeSak[®] Privacy Policy

Please read our privacy policy carefully to understand how we collect, use, store, protect, or otherwise handle your Personally Identifiable Information in accordance with our website.

Periodic changes to our privacy policy may occur, please refer to this documentation for the most up-to-date version of our privacy policy. You can also e-mail PipeSak[®] to ask if there have been any changes to this document. If you have any questions regarding our Privacy Policy, please feel free to e-mail us using the contact information below.

This policy is effective May 1st, 2018.

Definitions

PII – Personally Identifiable Information

As described by US Privacy Law

Information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc.

As described by the EU GDPR

'personal data' means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person

What, When, and How

What do we collect?

When ordering or registering on our website, as appropriate, you may be asked to submit:

Full name, Company, Title, E-Mail, Telephone Number

By nature of the website, the cookies used, and your personal browser settings, we may incidentally collect:

Internet Protocol (IP) address, approximate location (IP-based), web pages requested, referring web page, browser used, date and time accessed, operating system, ISP provider, age, gender, ad-related interests

We may also collect information which you voluntarily submit through our “Get a Quote”, “Contact Us”, “Get Filling”, “Get Training”, “Get an Info kit”, and “Get a Spacing Request” forms.

When do we collect information?

Information may be collected when you:

Request a quote, request a spacing estimate, request a product package, submit a message through the “Contact Us” form, subscribe to a newsletter, respond to a survey or marketing communication, or otherwise enter information on the website

Dependent on your browser settings, when you visit our website certain information may be collected as described above.

How do we use the information?

All the information PipeSak® collects is intended solely for enhancing your experience as our customer. Specifically, we may use the information for:

Enhancing site features, administrating contests/promotions/surveys, sending periodic e-mails regarding your order or other PipeSak® products and services, sending periodic newsletters, and sending our “Project List for Quotation” inquiry e-mails, completion of our contract with you

Some of the data that is captured by our analytics is stripped of personally identifiable information and aggregated before being reviewed. This way, we can still improve our website and you don't need to worry about your data being identifiable.

Do we share or sell the information we receive?

Information we receive about our customers is an important part of our business, and we are not in the business of selling it to others.

We do, however, work closely with our marketing partner and in some cases, we may share information with them for the sole purpose of enhancing your experience as our customer, as outlined above in the “How do we use the information?” section of this policy.

Certain information is automatically shared with our website hosting partner and other parties who assist us in operating our website, conducting our business, or serving our users. These parties are under obligation to keep this information confidential.

Some of our data is stored and secured by a third-party I.T. company, which adheres to our policies and is under obligation to keep the information confidential.

We are a distributor of the product Tuff-N-Nuff, and sometimes we are required to share information with Sika® Greenstreak, the manufacturers. The only information shared in this case is shipping information required for the completion of the contract.

We may release information when it’s release is required by law, or required to protect the rights, property or safety of ourselves or others.

How do we protect your information?

At PipeSak® we take data protection seriously and make every available effort to ensure that the information and data that we have is never compromised.

Any information that we collect is contained behind a secure network, and only accessible by a limited number of people who have access rights. Only authorized PipeSak® employees, and authorized employees of our marketing partner and I.T. partner are granted access rights. Anyone with access is required to keep all information confidential.

Consent

By providing your consent to us, you are giving us your permission to store and process your personal data specifically for the purposes outlined in this document. Consent is required for PipeSak® Incorporated to process personal data, but your consent must be explicitly given.

You may withdraw consent at any time by e-mailing gwilde@pipesak.com, by calling 1-866-PIPESAK, or by submitting a request through the “Contact Us” form on the website.

How long do we keep your information?

If you've purchased a product or service from us, we keep that information for seven years to comply with other Canadian business laws regarding auditing.

If you've contacted us for quotations, spacing requests, bid lists, or our newsletter, we keep your information for five years from the date of your last communication.

Example 1) You request an engineered spacing document January 1st, 2014. Since that time, you have not contacted us. Your data will be deleted on January 1st, 2019.

Example 2) You request an engineered spacing document January 1st, 2014. You request another spacing document on January 1st, 2017. Since that time, you have not contacted us. Your data will be deleted on January 1st, 2022.

Additional Information

Analytics Information

We use third-party analytics tools to help us measure traffic and usage trends. We use this information in conjunction with analytics information from other users so that it cannot reasonably be used to identify any individual user.

Specifically, we employ the use of: [Google AdSense Remarketing](#), [Google Display Network Impression Reporting](#), [Google Demographics and Interests Reporting](#), [DoubleClick Platform Integration](#), [HotJar Analytics](#), [Bing Advertising](#)

Cookies

What are they?

Cookies are a small file that websites place on your computer that enables the site or service providers' systems to recognize your browser and remember certain information. [Learn more here.](#)

What do we use them for?

Our cookies are used to compile aggregate data about site traffic, site interaction, and to understand and save users' preferences.

Can I disable or get rid of them?

Absolutely. All web browsers are different, so you may have to look up how to disable cookies on your specific browser. Click on the following links to disable cookies in [Firefox](#) or [Chrome](#). *Websites may not function properly without cookies enabled.*

Third-party Links

PipeSak® does not include or offer any third-party links or services on our website.

PipeSak® is a master distributor of the Tuff-N-Nuff product, manufactured by Sika® Greenstreak and we offer it on our website.

Opting Out

Users of the website have options available to them for opting-out of information collection.

Users can visit the [Google Ad Settings Page](#), and edit preferences.

Users can visit the [Network Advertising Initiative Opt-Out](#) website

Users can install the [Google Analytics Opt-Out Browser Addon](#)

Users can install other cookie-blocking addons such as [Privacy Badger](#), [NoScript](#), [uBlock Origin](#)

Do Not Track Signal

We honor Do Not Track (DNT) signals, and will not place cookies or use advertising when a DNT signal is received from a user

Your Rights

You have many rights you may exercise:

You have the right to rectify any inaccurate personal data concerning yourself

You have the right to access any personal data concerning yourself

You have the right to erasure ('to be forgotten')

You have the right to restrict processing concerning yourself

You have the right to data portability, to take your information where you want

You have the right to object to processing, in part or in whole

You have the right to be notified of any rectification or erasure of personal data

Consequences of Not Consenting

When you choose to not supply your consent, or withdraw your consent to data processing by PipeSak®, we may be unable to fulfil our contract to you.

For example, in order to ship our products to you, we require a shipping address and the name and phone number of the shipping receiver. Without this information, we are unable to complete the shipment.

When you choose to not supply your consent or withdraw your consent by not allowing cookies, parts of our website may not function correctly and we will be unable to provide services connected to the website, such as the "Request a Spacing" form.

Contact

If you have any questions or would like to exercise any of your rights, please contact:

Garrett Wilde
747 Hyde Park Road
Suite 125
London, Ontario, Canada
N6H3S3

Phone: 1-519-472-5080 ext. 22
Toll Free: 1-866-PIPESAK (747-3725)
Fax: 1-519-472-5748
Email: gwilde@pipesak.com

Compliance

California Online Privacy Protection Act ([CalOPPA](#))

In accordance with CalOPPA, we agree:

Users can e-mail PipeSak® to request changes to any of the PII that has been collected

Our Privacy Policy will be posted on our main page

Our Privacy Policy will contain the word Privacy, and is easily accessible

Children Online Privacy Protection Act 2003 ([COPPA](#))

In accordance with COPPA, we agree:

PipeSak® does not specifically market to children under the age of 13 years old

If collected information is found to be identifiable to a child under the age of 13, that information will never be disclosed to third parties and will not be retained.

If you believe your child's information has been collected by PipeSak®, please contact us for immediate deletion of the information

Areas of our website requiring a registration process or form fill are solely directed to individuals of at least 18 years of age

Controlling the Assault of Non-Solicited Pornography and Marketing Act 2003 ([CAN-SPAM](#))

In accordance with CAN SPAM, we agree:

PipeSak® will not use misleading header information, and will only use accurate “From”, “To”, “Reply-To” and routing information

PipeSak® will not use deceptive subject lines

PipeSak® will reasonably identify any e-mails which are advertisements as such

PipeSak® will provide email recipients with the location of our office

PipeSak® will provide email recipients with a clear and conspicuous opt-out instructions on all email correspondence, and will honor opt-out requests promptly

Fair Information Practice Principles ([FIPPs](#))

In accordance with FIPP, we agree:

Consumers will be given notice of PipeSak®’s information practices via our Privacy Policy including who is collecting the data, the uses of that data, potential recipients of the data, the nature and means of collection, whether provision of the requested data is voluntary or required, and the steps taken to ensure confidentiality, integrity and quality of the data

You have options to control how your data is used. As explained above, you may opt-out of information collection at any time and you have the ability to contact PipeSak® for deletion of any data you have provided us

You may request to view any data which we have collected about you, and you may verify or contest its accuracy. PipeSak® will not charge you to view data which you have provided us.

Any information PipeSak® collects will be secured against physical and digital security threats, internal or external.

PipeSak® agrees with the Individual Redress Principle, which means that individuals have the right to legally pursue enforceable rights against data collectors and processors failing to adhere to the law.

PipeSak® will notify you within 7 business days of any data breach which may affect you