

## FREQUENTLY ASKED QUESTIONS

**Why does Wajax collect personal information about its customers?**

**Who is responsible for Wajax's personal information management practices?**

**How does Wajax protect my personal information?**

**As a Wajax customer , can I place restrictions on the collection, use and disclosure of my personal information?**

**How can I best understand how Wajax deals with the collection, use and disclosure of my personal information?**

**How is personal information defined under the *Personal Information Protection and Electronic Documents Act (Canada)*?**

**Why has Wajax made available The Wajax Limited Privacy Protection Pledge?**

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**Why does Wajax collect personal information about its customers and employees?**

If you are a Wajax customer, Wajax may have collected some basic information about you for the following purposes:

- To understand your needs and determine eligibility and suitability for services and credit programs on offer and to perform related credit checks for making sound credit decisions
- For shipping, billing and collection purposes
- To protect you and Wajax against error
- For financial reporting and auditing purposes
- As required to comply with legal requirements

If you are a Wajax employee, Wajax may have collected personal information for the following purposes:

- To communicate with you in a timely and efficient manner
- To administer and/or oversee the administration of pension and benefits programs
- For payroll and tax reporting purposes
- To comply with legal requirements
- For emergency contact purposes

### **Who is responsible for Wajax’s personal information management practices?**

Responsibility for Wajax’s personal information management practices, including compliance with the provisions of The Wajax Limited Privacy Code, rests with Leslie Davidson, the Wajax Privacy Officer, who can be reached at 1-888-504-9941 or via e-mail at [privacy@wajax.com](mailto:privacy@wajax.com).

Each of Wajax’s operating divisions also have privacy officers who can be contacted as follows:

Wajax Industries–Eastern Division– Pierre Gloutnez (514) 639-7660 [pgloutnez@wajax.com](mailto:pgloutnez@wajax.com)  
 Wajax Industries–Western Division- John Knight (780) 483-4499 [jknight@wajax.com](mailto:jknight@wajax.com)  
 Detroit Diesel-Allison Canada East – Johanne Asselin (418) 651-5371 [asselinjohanne@ddace.com](mailto:asselinjohanne@ddace.com)  
 Waterous Power Systems – Rolly Buchanan (780) 437-8200 [rbuchanan@wdda.com](mailto:rbuchanan@wdda.com)  
 Kinecor – Lyne Beauchamp (514) 636-7368 [lbeauchamp@kinecor.com](mailto:lbeauchamp@kinecor.com)

### **How does Wajax protect my personal information?**

Wajax protects your personal information, regardless of the format in which it is held, against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures. Wajax employees follow procedures to protect and safeguard your personal information.

### **As a Wajax customer, can I place restrictions on the collection, use and disclosure of my personal information?**

Yes. You may refuse or withdraw your consent at any time. Please see The Wajax Limited Privacy Protection Pledge for details. This action may, however, limit our ability to serve you.

### **How can I best understand how Wajax deals with the collection, use and disclosure of my personal information?**

The Wajax Privacy Protection Pledge sets out our commitment to protecting your privacy. More detailed information can be found in The Wajax Limited Privacy Code at [www.wajax.com](http://www.wajax.com).

### **How is personal information defined under the *Personal Information Protection and Electronic Documents Act (Canada)*?**

Personal information is defined as any information about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.

### **Why has Wajax made available The Wajax Limited Privacy Protection Pledge?**

Wajax wants you to understand the purposes for which we collect, use and disclose personal information about our customers and employees. We want to more fully explain our personal information management practices. Furthermore, we want to be sure that we have your consent to continue to collect, use and disclose your personal information for the purposes outlined.