

Privacy Policy

The website *Charter.ca* (the “Website” or “Site”) is owned and operated by Charter Telecom Inc. (“Charter”). Charter is committed to protecting the privacy of its visitors (a “User” or the “Users”) while they interact with the content, products, and services on this Website and has outlined its policies herein (the “Privacy Policy”).

PLEASE READ THIS POLICY CAREFULLY.

This *Privacy Policy* governs all personal information collected by Charter via its Website and its use. It does not apply to other Websites to which Charter links. Because Charter gathers certain types of information about its Users, it is important that you, the *User*, understand what information is collected about you, how it is collected, how that information is used, and how to control Charter’s disclosure of that information.

By accessing the *Website*, the *User* consents to the data collection and use practices prescribed in this *Privacy Policy*. As Charter may periodically revise this policy, *Users* should review the policy regularly to remain informed of any changes.

You may withdraw your consent at any time by contacting Charter using the information provided below.

1 COLLECTION OF PERSONAL INFORMATION

- 1.1 Charter will only collect your information by fair and lawful means. For example, you may provide your name, email address, and phone number when you request that we contact you via the Contact Us page on our *Website*. By providing your personal information to Charter, you consent to the collection, use, and disclosure of your personal information as outlined by this *Privacy Policy*.

2 HOW CHARTER USES PERSONAL INFORMATION COLLECTED VIA THE WEBSITE

- 2.1 Charter will not disclose, use, give, or sell any personal information of a *User* to third parties, for any Purpose, unless required to do so by law.
- 2.2 Personal information collected via the *Website* will be used for the purposes of returning your request for contact from one of our staff.
- 2.3 Personal information collected via the *Website* may be used to contact you regarding products and services Charter believes may be of interest to you or your business.

3 HOW CHARTER PROTECTS USER INFORMATION

- 3.1 Charter is committed to protecting the information it receives from its *Users*. Charter takes reasonable security measures to protect *User* information against unauthorized access to or unauthorized alteration, disclosure, or destruction of data. To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, Charter maintains reasonable physical, electronic, and managerial procedures to safeguard and secure the information and data stored on its system. While no computer system is completely secure, Charter believes the measures it has implemented reduce the likelihood of security problems to a level appropriate to the type of data involved.

4 ACCESSING AND UPDATING PERSONAL INFORMATION AND PREFERENCES

- 4.1 *Users* can contact Charter’s Privacy Officer for any matter relating to Charter’s use of their personal information, including updating contact information, revoking consent, questions, or concerns, by writing to us at Charter Telecom Inc, 2614 Sooke Road, Victoria BC, V9B 1Y2; by telephone at 778-410-2503; or by contacting us via the Contact Us page at www.charter.ca.
- 4.2 *Users* can unsubscribe at any time by contacting Sherrey McGowan, Charter’s Privacy Officer, at smcgowan@charter.ca.