

## **Funeral Home Graphics Privacy Policy**

*Effective Date: March 1, 2018*

At Funeral Home Graphics your privacy is important to us. We are committed to protecting the privacy and security of your personal information obtained by way of your business relationship with us. The Funeral Home Graphics Privacy Policy outlines the types of personal information we collect and the steps we take to ensure your personal information is handled appropriately and securely. The policy outlines what information we gather about you, how we would use the information and how you can opt-out of the collection, use and disclosure of your personal information. As well as how to get access to the information we may have on you.

Our policies and procedures are established to assist us in complying with the federal Personal Information and Electronic Documents Act (PIPEDA) and the Canadian Anti-Spam Legislation (CASL).

### **What Is Personal Information?**

Personal information is data that refers to an individual specifically and is recorded in any manner or form, such as a written document or as part of a database. Personal information includes name, address, telephone number, credit card information and email address.

### **Our Commitment to Your Privacy**

Funeral Home Graphics is committed to your privacy and will follow certain guidelines to ensure your privacy is handled securely.

Funeral Home Graphics takes all responsibility for the personal information under its control. Our staff are accountable for compliance with the outlined privacy policy.

We will review the following regarding this policy:

1. What personally identifiable information is collected from you, how it is used and whom it is shared with.
2. What choices are available to you regarding the use of your data.
3. The security procedures in place to protect the misuse of your information.
4. How you can correct any inaccuracies in the information

### **Information Collection, Use and Sharing**

We collect information about our customers such as name, address, phone number, email and payment options such as credit card information. We may collect the information from you directly or from a business associate advocating on your behalf. We may obtain your information by telephone, fax, direct mail or via electronic communications such as email or text message. By providing this information to us you enable us to serve you better.

Funeral Home Graphics under Haberers, Inc. are the sole owners of the information collected on our websites. We only have access to and collect information that you voluntarily give us.

We will not disclose any personal information collected about you to anybody else, unless required to do so by law, or in collecting funds owing by you. We will not sell or rent this information to anyone. We will not share your information with any third party outside of our organization, other than necessary to fulfill your request such as shipping an order to you.

Note we will retain your personal information only for as long as required by law or as necessary for the purposes for which it is collected. Your personal information will not be used for other purposes

without your consent. Unless you request to opt-out, we may contact you via email in the future to tell you about specials, new products or services or changes to our privacy policy.

### **Consent**

By providing personal information to us, you are consenting us to use it for the purposes set out above and disclosing to parties described above. If you do not want us to use any personal information about you or wish to limit the use or disclosure of personal information, please contact us at [info@funeralhomegraphics.com](mailto:info@funeralhomegraphics.com).

Funeral Home Graphics obtains your express consent, written or electronic, to collect, use or disclose personal information in accordance with CASL. The method of consent is determined by the type of personal information being collected, used or disclosed as well as the established business or customer relationship.

- We will ask for your express consent verbally, written or electronically to collect, use or disclose your personal information. Note when express consent is given, you will need to contact us to opt-out of our services and mailing lists by emailing [info@funeralhomegraphics.com](mailto:info@funeralhomegraphics.com).
- We will ask for your implied consent to collect, use or disclose your personal information. Implied consent is established when a customer or business relationship already exists; or if the purpose of using your personal information would be relevant to you or your business.

Consent status can be changed, or you can withdraw your consent by contacting Funeral Home Graphics at [info@funeralhomegraphics.com](mailto:info@funeralhomegraphics.com).

### **Your Access and Control Over Information**

You may opt-out of any future correspondences from us at any time or if you wish to review any personal information gathered by contacting us at [info@funeralhomegraphics.com](mailto:info@funeralhomegraphics.com).

You can do the following at any time by contacting us at [info@funeralhomegraphics.com](mailto:info@funeralhomegraphics.com):

- See what data we have about you, if any.
- Change or correct any data we have about you.
- Express any concern you may have about the use of your data.

At your request, subject to applicable law, we will delete the information from our records.

### **Security**

Funeral Home Graphics takes precautions to protect your privacy. When you submit sensitive information to use your information is protected both online and offline.

Whenever we collect sensitive information such as credit card data, that information is encrypted and transmitted to us securely.

While we use encryption to protect sensitive information, we also protect your information offline. Any written information or documents will be kept in a locked area and if electronically it will be protected via password protection that is only available to select staff members of Funeral Home Graphics. The computers and servers in which we store personally identifiable information are kept in a secure environment.

### **Cookies**

We use “cookies” on websites. A cookie is a piece of data stored on a site visitor’s hard drive to help us improve your access to our sites and identify repeat visitors to our websites. For example, when a

cookie is used to identify you, you would not have to log in with a password more than once thus saving time using our websites.

Cookies can also enable us to target and track the interests of users to enhance the experience on our websites. **Usage of a cookie is in no way linked to any personally identifiable information on our websites.**

### **Registration**

To use Funeral Home Graphics studio a user must complete the registration form. During registration a user is required to give certain information (such as name and email address). This information is used to contact you about the products and services on our site in which you have expressed interest.

### **Orders**

Funeral Home Graphics may request information from you on our order form. To purchase from us, you must provide contact information and payment information such as credit card number. This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we will use this information to contact you.

### **Surveys**

From time-to-time Funeral Home Graphics may request information via surveys. Participation in these surveys is completely voluntary and you may choose whether or not to participate and therefore disclose information. Information requested may include contact information and demographic information.

Survey information will be used for the purposes of monitoring and/or improving the use and satisfaction of our websites, products and services. Contact information will only be used if you opt-in to receive electronic communications from us in the future about product and services.

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***If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 1-800-231-3713 or via email at [info@funeralhomegraphics.com](mailto:info@funeralhomegraphics.com).***

Thank you.