

# Privacy Policy

*Westeck Windows Mfg. Inc. (operating as Westeck Windows and Doors)*

Effective Date: June 2026 | Last Updated: June 2026

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## 1. Introduction

Westeck Windows Mfg. Inc., operating as Westeck Windows and Doors ("Westeck," "we," "us," or "our"), is committed to protecting the privacy and security of personal information entrusted to us by our customers, website visitors, business partners, job applicants, and employees.

This Privacy Policy explains how we collect, use, disclose, and safeguard personal information in accordance with British Columbia's Personal Information Protection Act (PIPA) and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). Because we operate showrooms and serve customers in Washington State, USA, we are also mindful of applicable US privacy standards.

By providing your personal information to Westeck or using our website at westeckwindows.com, you acknowledge that you have read and understood this Privacy Policy.

## 2. Accountability — Our Privacy Officer

Westeck has designated a Privacy Officer who is responsible for overseeing our compliance with this policy and applicable privacy legislation.

Privacy Officer Contact:

- Name/Title: Laura Harvey – General Manager
- Organization: Westeck Windows Mfg. Inc.
- Address: 8104 Evans Rd, Chilliwack, BC, V2R 5R8
- Email: [privacy@westeckwindows.com]
- Phone: 1-604-792-6700

If you have questions, concerns, or complaints about how we handle your personal information, please contact our Privacy Officer using the information above.

## 3. Personal Information We Collect

We collect only the personal information necessary to provide our products, services, and support. Depending on how you interact with us, we may collect:

**Contact and identification information:**

- Full name
- Mailing address and/or job site address
- Phone number(s)
- Email address

**Project and transaction information:**

- Details of products ordered, requested, or under warranty
- Project specifications, architectural drawings, or installation details you share with us
- Purchase history and service records

**Website and technical information:**

- IP address and general location data
- Browser type, device type, and operating system
- Pages visited, time spent, and referring URL
- Cookie identifiers and analytics data (see Section 8 — Cookies)

**Employment and application information:**

- Resume, work history, and qualifications (job applicants)
- References and background check results (where applicable)

We do not knowingly collect personal information from individuals under 18 years of age.

#### 4. Why We Collect Personal Information

We collect and use personal information for the following purposes:

- To process orders, quotes, and product inquiries
- To deliver, install, and provide warranty service for products
- To respond to customer service requests and resolve complaints
- To send order updates, installation scheduling, and service communications
- To send marketing communications about our products and promotions, where you have provided consent (see Section 6)
- To improve our website, products, and services using aggregated analytics
- To comply with legal obligations, including warranty and tax record-keeping
- To process job applications and manage employment relationships

We will not use your personal information for any purpose other than those identified above without obtaining your prior consent.

#### 5. Consent

We rely on your consent to collect, use, and disclose your personal information. Consent may be express (written or verbal agreement) or implied (providing your information in the context of a transaction).

You may withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice, by contacting our Privacy Officer. Please note that withdrawing consent may affect our ability to provide certain products or services to you.

For marketing communications, you may unsubscribe at any time by clicking the unsubscribe link in any email we send or by contacting us directly.

## 6. Sharing Personal Information with Third Parties

We do not sell, rent, or trade your personal information. We may share personal information with trusted third parties only in the following circumstances:

- **Service providers:** Companies that assist us in operating our business, such as IT and software providers, website hosting services, analytics providers (e.g., Google Analytics), email platforms, and shipping or installation contractors. These parties are authorized to use your information only as necessary to perform services on our behalf.
- **Professional advisors:** Lawyers, accountants, and auditors, as required.
- **Legal compliance:** Government authorities or law enforcement, where required by law, court order, or to protect the rights, property, or safety of Westeck, our customers, or others.
- **Business transfers:** In connection with a merger, acquisition, or sale of all or part of our business, provided the acquiring party agrees to protect your personal information consistent with this policy.

Where we engage third-party service providers, we require them to maintain confidentiality and privacy protections consistent with applicable law.

## 7. Cross-Border Data Transfers

Westeck operates showrooms in Washington State, USA, and may use third-party service providers (including cloud-based software) whose servers are located outside of Canada. When personal information is transferred to or stored in another country, it may be subject to the laws of that country, including lawful access by foreign governments or courts.

Where personal information is transferred outside of Canada, we take reasonable steps to ensure that it receives a comparable level of protection. By providing your personal information to us, you acknowledge that it may be processed in countries outside of Canada.

## 8. Cookies and Website Tracking

Our website (westeckwindows.com) uses cookies and similar tracking technologies to enhance your browsing experience and analyze how our site is used.

### Types of cookies we use:

- **Essential cookies:** Required for the website to function correctly. These cannot be disabled.

- Analytics cookies: Used to understand how visitors interact with our site (e.g., Google Analytics via Google Tag Manager). These collect information in aggregate and anonymized form.
- Marketing cookies: Used to deliver relevant advertisements and measure campaign effectiveness, if applicable.

You can control or disable non-essential cookies through your browser settings or our cookie consent tool. Please note that disabling cookies may affect some website features.

For more information on how Google uses data collected through our site, visit:  
<https://policies.google.com/privacy>.

## 9. Retention of Personal Information

We retain personal information only as long as necessary to fulfill the purposes for which it was collected, or as required by law. General retention guidelines:

- Customer transaction and warranty records: [7 years] from the date of last transaction, in accordance with CRA requirements
- Website analytics data: [26 months], consistent with Google Analytics default retention
- Job applications (unsuccessful): [12 months] after the hiring decision, then securely destroyed
- Marketing consent records: Retained for the duration of our marketing activities and for [3 years] after consent is withdrawn, to demonstrate compliance

When personal information is no longer needed, it is securely destroyed, deleted, or anonymized.

## 10. Security Safeguards

We are committed to protecting personal information against loss, theft, unauthorized access, disclosure, copying, use, or modification. We maintain physical, technical, and administrative safeguards appropriate to the sensitivity of the information, including:

- Restricted access to personal information on a need-to-know basis
- Password protection and access controls for systems containing personal information
- Secure network infrastructure and [encryption of data in transit where applicable]
- Employee training on privacy obligations and data handling
- Secure disposal of records containing personal information

Despite our safeguards, no method of electronic transmission or storage is 100% secure. We cannot guarantee absolute security.

## 11. Data Breach Notification

In the event of a breach of security safeguards involving personal information under our control that poses a real risk of significant harm to any individual, we will:

- Report the breach to the Office of the Privacy Commissioner of Canada as required by PIPEDA
- Notify affected individuals as soon as reasonably possible
- Maintain a record of all security breaches for a minimum of [24 months]

## 12. Your Rights — Access, Correction & Withdrawal

You have the right to:

- Access: Request a copy of the personal information we hold about you
- Correction: Request that we correct any inaccurate or incomplete personal information
- Withdrawal: Withdraw your consent to the collection, use, or disclosure of your personal information, subject to legal or contractual restrictions
- Inquiry: Ask questions about our privacy practices

To exercise any of these rights, please submit a written request to our Privacy Officer (see Section 2). We will respond within 30 business days, as required by BC PIPA. There is no fee for an access request, unless the request is excessive or repetitive, in which case we will advise you of any applicable fee before proceeding.

We may decline to provide access where permitted by law (for example, where disclosure would reveal personal information about a third party, or where the information is subject to solicitor-client privilege).

## 13. Questions and Complaints

If you have a question or concern about our privacy practices, or if you believe we have not complied with this policy or applicable privacy law, we encourage you to contact our Privacy Officer first (see Section 2).

If you are not satisfied with our response, you may contact the relevant privacy authority:

- British Columbia: Office of the Information and Privacy Commissioner for BC (OIPC) — [www.oipc.bc.ca](http://www.oipc.bc.ca) — Tel: 250-387-5629
- Federal (Canada): Office of the Privacy Commissioner of Canada — [www.priv.gc.ca](http://www.priv.gc.ca) — Tel: 1-800-282-1376
- Washington State (USA): Washington State Attorney General, Privacy & Data Breach — [www.atg.wa.gov](http://www.atg.wa.gov)

## 14. Updates to This Policy

We may update this Privacy Policy from time to time to reflect changes in our practices, technology, or legal requirements. When we do, we will revise the "Last Updated" date at the top of this policy and post the updated version on our website. We encourage you to review this policy periodically.

Material changes will be communicated by a notice on our website homepage or by direct communication to affected individuals where required.

## 15. Contact Us

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For all privacy-related inquiries:

- Westeck Windows Mfg. Inc.
- Attn: Privacy Officer
- 8104 Evans Rd, Chilliwack, BC, V2R 5R8
- Email: [privacy@westeckwindows.com]
- Phone: 1-604-792-6700
- Toll-Free: 1-877-606-1166
- Website: westeckwindows.com

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*This policy applies to Westeck Windows Mfg. Inc. and its subsidiaries, including all showroom locations in BC, AB, and Washington State. It does not apply to third-party websites linked from our website.*