

## **Privacy Policy**

Dimplex North America Limited is committed to maintaining the privacy and confidentiality of the personal information of all visitors to this Web Site.

### **Accountability**

Responsibility for ensuring compliance with this privacy policy resides with the senior management of Dimplex North America Limited. Dimplex North America Limited shall make known, upon request, the title of the person designated to oversee compliance with this privacy policy. Requests for such information can be made by mailing inquiries to the following address.

Dimplex North America Limited - Privacy Officer  
1367 Industrial Road  
Cambridge, ON N1R 7G8

Dimplex North America Limited is responsible for personal information in its possession, including information that has been transferred to a third party for processing.

### **Purpose**

The collection of personal information is for the purpose of developing, enhancing, marketing and/or providing products and services that meet our customer's needs.

### **Consent**

By using this website, the user is consenting to the collection and use of personal information for the purposes set out in this policy. When users indicate interest in receiving information on other Dimplex products, it means that they have agreed to let Dimplex North America Limited use their personal information for future communications.

### **Limiting Collection**

The collection of personal information is limited to what is reasonable under the circumstances and will be used only for the purposes for which it is collected.

### **Limiting use, disclosure, and retention**

Dimplex North America Limited does not sell or otherwise disclose personal information to any organization for any purpose. Personal information may be disclosed to service providers, in the case of business transfers and for the purpose of law enforcement and/or legal disclosures. Dimplex North America Limited may make aggregate information about our users (e.g. overall statistics) available to third parties for advertising and other purposes. Information that personally identifies the user will be kept strictly confidential. Personal information that is no longer needed for the purposes set out by this policy shall be destroyed.

### **Accuracy**

Dimplex North America Limited will make every reasonable effort to keep personal information accurate and up-to-date. The user may ask to review, revise, correct or update any of the information possessed by Dimplex North America Limited.

### **Security**

Dimplex North America Limited will maintain the security of personal information, and protect the integrity of such information from the risks of loss, theft, unauthorized access, disclosure, copying, modification or destruction with a commercially reasonable degree of care regardless of the format in which it is held.

### **Openness**

The user may request access to personal information and information about the collection, use and disclosure of personal information.

### **Access**

Upon request, Dimplex North America Limited shall give users a reasonable opportunity to review their personal information. This information shall be provided within a reasonable time and at no cost to the individual. The user can make a request for such access by contacting the following address in writing.

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### **Challenging Compliance**

Dimplex North America Limited shall maintain procedures for addressing and responding to all inquiries or complaints from its users about the company's handling of personal information.

### **Other Web Sites**

This Web Site may contain links to other web sites. By linking to these sites the user is contacting another Internet resource. Dimplex North America Limited has no responsibility or liability for the collection, use and disclosure of personal information collected by these other Web Sites.

### **Policy Changes**

Dimplex North America Limited reserves the right to modify and update this policy or its related business practices at any time. Such changes to this policy will not be applied to information that was collected prior to the change. Notification of such changes will be placed on the website prior to the change.