

## TheCodeFactory Inc. Privacy Policy

We collect personal information from our customers in the regular course of doing business. This privacy policy answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

### What personal information do you collect about me?

We collect the following information about you:

- name
- email address
- phone number
- mailing address
- purchase history
- credit card information
- customer opinions

When you visit our web site, we also collect:

- information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location (note: we are able to view this information, but it is never stored or collected in any way)
- what pages you visit on our site and what links you click on

When you visit our web site, we also are able to view:

- information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location (note: this information is never stored or collected in any way)

### How do you use this information?

The main reasons we collect personal information from you are:

- to complete a sale or transaction with you
- to deliver products directly to you
- to limit the possibility of fraud when we process your returns
- if it's a necessary part of any of these transactions, we may disclose your information to another company. For eg., we pass on your name and address to a courier company to complete a delivery.

## TheCodeFactory Inc. Privacy Policy

We also use your personal information for other, secondary reasons, including:

- customer service
- marketing
- to administer a loyalty program

We will also disclose your personal information if we are required by law to do so.

### How do you get my consent?

When you provide us with personal information to complete a transaction, verify your credit, place an order, arrange for a delivery or return a purchase, we assume you consent to our collecting it and using it for that specific reason only.

If we ask you for personal information for a secondary reason, like marketing, we will either ask you directly for your consent or provide you with an opportunity to say no. Saying no is called opting out. By opting out, you can tell us not to collect the information and/or not to share it with other companies.

### How do I opt out?

If you wish for us to remove your contact information from our records, please send an email to [admin@thecodefactory.ca](mailto:admin@thecodefactory.ca) and we will do so immediately.

### How do I get more information?

Our staff will be happy to answer any questions you may have about your personal information. If you would like more information about our policies, or you would like to see exactly what personal information we have about you in our records, or you wish to register a complaint, please contact:

Kelsey Black

613-808-3890

[kelsey@thecodefactory.ca](mailto:kelsey@thecodefactory.ca)

100 Gloucester Street, Suite 300  
Ottawa, Ontario K2P 0A4

## TheCodeFactory Inc. Privacy Policy

You can also contact the Office of the Privacy Commissioner of Canada for assistance between the hours of 9 am and 5 pm, at:

Toll-free: 1-800-282-1376

Phone: (819) 994-5444

Fax: (819) 994-5424

TTY: (819) 994-6591

or by mail at:

30 Victoria Street  
Gatineau, Quebec  
K1A 1H3

or on the Web at:

<http://www.priv.gc.ca>