

Privacy Policy

At Aabel Fuels Limited, we recognize the importance of privacy and the sensitivity of your personal information. We are committed to protecting all personal information which we hold, and we have an obligation to keep confidential all information by which you can be identified. Our Privacy Policy outlines how we manage your personal information and safeguard your privacy.

Your privacy rights

We are responsible for the personal information we collect and hold. To ensure this, we have developed this policy, and trained our representatives about our policies and practices.

Why do we personal information?

We provide services to a wide range of clients. In order to do this, we must collect information about our clients.

What personal information do we collect?

Personal information is any information that identifies you, or by which your identity could be deduced. The information we request will include some or all of the following in order to provide services to our clients: your name, your mailing, billing and oil or service delivery address(es), phone number(s), email address and information about your oil tank including its position. For clients in certain businesses, we may also request copies of their permits so that we can maintain a record of the name of the permit holder, and the permit number, type and expiry date. .

How do we collect your personal information?

We collect information only by lawful and fair means and not in an unreasonably intrusive way. Wherever possible, we collect your personal information directly from you.

Consent

By requesting one of our services, you are consenting to our collecting, using and disclosing the information referred to in this document. In some cases we require additional consent from you.

Disclosure of your personal information

We do not disclose your personal information to any third parties to enable them to market their products and services. We have a related company, Best Burners Limited. It provides burner service for furnaces and boilers, as well as related services such as the sale and installation of furnaces, boilers and oil tanks. We share information with Best Burners Limited so that it can provide services to our clients.

In addition, we will disclose your personal information when:

1. required or authorized by law to do so;
2. you have consented to the disclosure;
3. necessary in order to establish or collect sums owing to us;

4. we engage a third party to provide administrative services to us, such as computer back-up services or archival file storage; and
5. the information is already publicly known.

Retention of your personal information

Normally, we keep records about our clients for [YOU MUST ADVISE HOW LONG YOU WILL KEEP INFO, AND ESTABLISH A PURGE POLICY. MANY BUSINESSES USE SEVEN YEARS, AS THAT ALIGNS WITH MANY OF CRA'S RULES RE RECORD RETENTION.] ___ years after we last provided services to you. This allows us to meet our obligations to any regulatory bodies and to Canada Revenue Agency.

Updating your information

Since we use your personal information to provide services to you, it is important that the information be accurate and up-to-date. If during the course of our dealings, any of your information changes, please inform us so that we can make any necessary changes.

Is my personal information secure?

We take all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are [MODIFY AS APPROPRIATE]:

1. security of our premises;
2. restricted access to personal information;
3. deploying technological safeguards like security software and firewalls to prevent hacking or unauthorized computer access;
4. internal password and security policies.

Communicating with you

You may provide us with instructions with respect to communications. Normally, we communicate with our clients by [MODIFY AS APPROPRIATE] telephone, email or text. There are always concerns about the security of electronic communications. We must rely on you to provide us with a secure email address or telephone number in order to ensure that your information remains confidential.

Access to your personal information

You may ask for access to any personal information we hold about you. Summary information is available on request. We may ask to be reimbursed for copying charges if you require copies of the information held in our files.

Denial of access to personal information

Your right to access your personal information is not absolute. We may deny access when:

1. denial is required or authorized by law;
2. granting access would have an unreasonable impact on other people's privacy;
3. it is necessary to protect our rights and property;

4. where the request is frivolous or vexatious.

If we deny your request for access to, or refuse a request to correct information, we will explain why.

Changes to this Privacy Policy

We may change our Privacy Policy from time to time. Information about our current policies is available on our website.

Requests for Access

If you have any questions, or wish to access your personal information, please write to our Information Officer at:

101/103 Main Street
Dartmouth, NS B2X 1R4 [INSERT ADDRESS OR EMAIL ADDRESS]

If you are not satisfied with our response, the Privacy Commissioner of Canada can be reached at:

Toll-free: 1-800-282-1376
Phone: (819) 994-5444
Fax: (819) 994-5424
TTY: (819) 994-6591