

## **DxCard Website Privacy Policy**

DXStorm respects the privacy of visitors to our websites. To that end, we have developed this Website Privacy Policy to educate visitors to our website about the collection of information by DXStorm as a result of the services available on our website. Our Privacy Policy is based on the principles outlined in Canada's *Personal Information Protection and Electronic Documents Act*, and applicable provincial legislation. If you do not agree to the terms outlined in this Privacy Policy, we ask that you notify us in writing about your concerns ( [click here](#) to send us an e-mail). Alternatively, you have the option of not continuing to visit our site.

### **Collection and Use of Personal Information**

While visiting the DXCard web site you may be invited to provide us with personal information. The type of information that we collect will depend on the services that you use on our website. Below is a summary of the personal information that we collect, including the purposes for which it is collected:

**Customer Questions, Comments or Suggestions:** Our website enables you to provide us your questions, comments or suggestions about our products or services. If you send us such a comment and ask us to respond, then we will collect your name, address and telephone number so that we may address your comment and provide you with a timely response.

**DXCard:** You may register your DXCard through our website. By registering, you can check the balance on your DXCard online, or replenish the balance on your DXCard using your credit card. Also, if your DXCard is lost or stolen, then we can place a freeze on that particular card. If you choose to register your DXCard via our website, then we may collect your name, home address, e-mail address, telephone number, billing information and credit card information for the purpose of the administration of the DXCard program. We also collect and store access information related to your account including your user name and password. Your personal information is stored in a secure manner, and is destroyed when it is no longer needed (ie. when you cancel your DXCard registration). At the time of registration, you are given the opportunity to specify your privacy preferences. For example, you can choose not to receive any promotional materials associated with your DXCard. You can change your privacy preferences at any time. .

**Surveys:** We occasionally post surveys on our website and the information derived from these surveys helps us to improve our service to our customers. Your participation in any such survey is strictly voluntary.

### **Use of Your Personal Information**

We only use your personal information for the purposes stated above, and we do not sell or disclose your personal information without your consent.

### **Disclosure of Personal Information**

Canadian law dictates that we may disclose personal information without consent for law enforcement and national security purposes, for debt collection, to a lawyer representing our organization, and in an emergency situation in which an individual's life, health or security is threatened.

## **Use of Cookies**

The DXStorm web site uses cookies to track general user trends and patterns. A cookie is a small piece of information that a web site stores on your computer. It is retrieved automatically whenever you return and some of its contents are stored in log files that are then used to generate periodic statistical reports. These reports help us to evaluate and improve our web sites by tracking global indicators such as the total number of visitors, total pages viewed, most popular documents retrieved, etc.

Most browsers are initially set up to accept cookies. You can reset your browser to refuse all cookies or to alert you when one is being sent. However, some parts of the DXStorm web site, and affiliated web sites, may not work properly if you choose not to accept cookies. For additional information on cookies, see the Help instructions on your browser.

## **Confidentiality**

Throughout the site, visitors are given an opportunity to provide us with feedback. When you provide us with feedback, we will not share your name with others. We will only use the information provided by you in order to respond to your feedback.

We will amend our records and, where appropriate, advise third parties regarding any changes to ensure the accuracy and completeness of your personal information.

## **Opting Out of Promotional Materials**

If you have registered your DXCard on our website, then we may send you promotional materials designed to enhance the use of your DXCard. If you do not wish to receive any such promotional materials, then you can change your privacy preferences and remove yourself from our e-mail list at any time.

## **Subject to Change**

This privacy policy is subject to change at any time.

## **Contact Information**

If you wish to request access to information, or have any question about the DXStorm's Privacy Policy, or wish to receive a full copy of the

Customer Privacy Policy and Procedures, please follow the link [info@dxcard.ca](mailto:info@dxcard.ca)