

## JAMES ELECTRIC – PRIVACY POLICY STATEMENT

### INTRODUCTION

James Electric Motor Services Ltd. ("James Electric", "we", "our", or "us") is committed to protecting the privacy and confidentiality of Personal Information entrusted to us by our customers, employees, employment applicants, suppliers, contractors, and other individuals. This Privacy Policy explains how we collect, use, disclose, retain, protect, and otherwise manage Personal Information in accordance with applicable privacy laws, including Alberta's **Personal Information Protection Act (PIPA)**, the **Personal Information Protection and Electronic Documents Act (PIPEDA)** where applicable, and other relevant privacy legislation. By providing Personal Information to James Electric, you acknowledge and consent to the collection, use, and disclosure of your information as described in this Privacy Policy, except where consent is not required or where otherwise permitted by law.

### PERSONAL INFORMATION

"Personal Information" means information about an identifiable individual, including but not limited to:

- Name
- Home address
- Telephone number
- Email address
- Date of birth
- Employment information
- Payroll information
- Banking information
- Government-issued identification numbers
- Health or medical information
- Credit-related information

Personal Information does not include business contact information where excluded under applicable law.

### PERSONAL INFORMATION WE COLLECT

Depending on our relationship with you, we may collect Personal Information such as:

#### Customers and Credit Applicants

- Contact information
- Billing and payment information
- Credit application information
- Banking information
- Credit history and references
- Identification information

#### Employment Applicants

- Résumés and employment history
- Education and qualifications
- References
- Background check information where authorized

#### Suppliers and Contractors

- Contact information
- Business and payment information
- Contract-related information

#### Website Users

When you visit our website, we may collect:

- IP address
- Browser type
- Basic device information
- James Electric website usage information
- Information voluntarily submitted through forms or inquiries

### How We Collect Personal Information

We may collect Personal Information:

- Directly from you;
- Through applications, quotations, agreements, and service requests;
- Through communications with you, including email and telephone communications;
- From references you provide;
- From credit reporting agencies where authorized;
- From publicly available sources where permitted by law;
- Through our website and electronic systems; and
- From third parties where authorized or permitted by law.

## How We Use Personal Information

We may use Personal Information for legitimate business purposes, including:

- Providing products and services;
- Processing and managing customer accounts;
- Evaluating credit applications and extending credit;
- Communicating with customers, suppliers, and applicants;
- Processing payments and managing receivables;
- Recruiting and evaluating employment applicants;
- Responding to inquiries and service requests;
- Improving our operations and customer service;
- Protecting against fraud and unauthorized activities;
- Maintaining records and documentation;
- Meeting legal, regulatory, and contractual obligations; and
- Any other purpose authorized by law or consented to by the individual.

We limit our collection and use of Personal Information to what is reasonably necessary to fulfill these purposes.

## CONSENT

Where required by law, James Electric will obtain consent before collecting, using, or disclosing Personal Information. Consent may be express or implied, depending on the nature and sensitivity of the information and the circumstances of its collection. Individuals may withdraw consent at any time, subject to legal, contractual, or operational restrictions and reasonable notice. Withdrawing consent may affect our ability to provide certain products, services, or employment-related opportunities.

## DISCLOSURE OF PERSONAL INFORMATION

James Electric does not sell Personal Information.

We may disclose Personal Information to:

- Employees who require the information to perform their duties;
- Service providers performing services on our behalf;
- Financial institutions and credit-related service providers where authorized;
- Professional advisors including legal, accounting, and insurance professionals;
- Regulatory authorities and law enforcement agencies where required or permitted by law;
- Parties involved in an actual or proposed business transaction; and
- Other parties where an individual has provided consent or where disclosure is otherwise authorized by law.

We require service providers and other third parties who handle Personal Information on our behalf to maintain appropriate safeguards and confidentiality protections.

## BUSINESS TRANSACTIONS

Personal Information may be disclosed in connection with a proposed or completed merger, acquisition, financing, restructuring, sale of assets, or other business transaction, where permitted by law and subject to appropriate confidentiality protections.

## CROSS-BORDER PROCESSING AND STORAGE

James Electric may use service providers, software platforms, cloud services, or data storage facilities located outside Alberta or Canada. As a result, Personal Information may be processed or stored in jurisdictions outside Canada and may be subject to the laws of those jurisdictions. Where Personal Information is transferred outside Alberta or Canada, James Electric implements reasonable contractual, organizational, and technical safeguards to protect that information.

## SECURITY SAFEGUARDS

James Electric uses reasonable administrative, technical, and physical safeguards to protect Personal Information against unauthorized access, collection, use, disclosure, modification, loss, theft, or destruction. Safeguards may include:

- Access controls;
- Password and authentication requirements;
- Encryption technologies where appropriate;
- Physical security measures;
- Secure records retention and destruction processes;
- Employee training and awareness programs; and
- Cybersecurity monitoring and protections.

While no method of transmission or storage is completely secure, we take reasonable measures to protect Personal Information in our custody or control.

## RETENTION OF PERSONAL INFORMATION

We retain Personal Information only as long as necessary to:

- Fulfill the purpose for which it was collected;
- Meet legal, regulatory, contractual, and operational requirements; and
- Protect legitimate business interests.

When Personal Information is no longer required, it is securely destroyed, deleted, anonymized, or otherwise rendered unreadable and unrecoverable.

## YOUR PRIVACY RIGHTS

Subject to applicable law, individuals may have the right to:

- Request information about the Personal Information we maintain about them;
- Request access to their Personal Information;
- Request correction of inaccurate or incomplete Personal Information;
- Withdraw consent where consent is the basis for processing;
- Make inquiries regarding our privacy practices; and
- Submit a privacy-related complaint.

Requests will be handled in accordance with applicable privacy legislation.

## PRIVACY BREACHES

James Electric takes privacy incidents seriously.

If a privacy breach involving Personal Information occurs, we will investigate the incident and, where required by law, notify affected individuals and applicable regulatory authorities.

## UPDATES TO THIS PRIVACY POLICY

James Electric may update this Privacy Policy from time to time to reflect changes in legal requirements, business operations, technology, or privacy practices.

The most current version of this Privacy Policy will be available upon request and on our website.

## CONTACT US

If you have questions, concerns, requests for access, requests for correction, or complaints regarding this Privacy Policy or the handling of your Personal Information, please contact:

**General Manager - James Electric Motor Services Ltd.**

4020 8 Street SE

Calgary, Alberta T2G 3A7

**Email:** [inquiries@jameselectric.ca](mailto:inquiries@jameselectric.ca)

**Phone:** (403) 252-5477