

ABSOLUTE DETAILING
5780 3RD LINE RD. CHATHAM, ONTARIO N7M5T1

**CUSTOMER CONSENT FORM: FOR COLLECTION, USE AND DISCLOSURE OF
PERSONAL INFORMATION**

As of January 1, 2004, the Canadian Federal Government passed a law called the Personal Information Protection and Electronic Documents Act (PIPEDA). Every business in Canada, by law, must comply by asking our customers to read and sign this Consent Form. Remember, this consent form is a Federal Law requirement, and NOT a creation of our office.

Privacy of your personal information is an important part of our business providing you with quality detailing services. We understand the importance of protecting your personal information. We are committed to collecting, using and disclosing your personal information responsibly. We also try being as open and transparent as possible about the way we handle your personal information. It is important to provide this service to our customers.

In our office, Brian Lane acts as the Privacy Information Officer.

All staff members who come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us. They are all trained in the appropriate uses and protection of your information.

Attached to this consent form, we have outlined what our office is doing to ensure that:

- Only necessary information is collected about you;
- We only share your information with your consent;
- Storage, retention and destruction of your personal information complies with existing legislation, and privacy protection protocols;
- Our privacy protocols comply with privacy legislation and the law

Do not hesitate to discuss our policies with me or any member of our office staff.

Please be assured that every staff person in our office is committed to ensuring that you receive the best quality of detailing services.

CUSTOMER ACKNOWLEDGEMENT

I have reviewed the following information on the reverse side that explains how your office will use my personal information, and the steps your office is taking to protect my information.

I know that your office has a Privacy Code, and I may ask to see the Code at any time.

I agree that Absolute Detailing can collect, use and disclose my personal information

about _____ as set out in the information about our office's privacy policies.
(customers name)

signature

print name

date

signature of witness

HOW OUR OFFICE, USES AND DISCLOSES CUSTOMERS PERSONAL INFORMATION

Our office understands the importance of protecting your personal information. To help you understand how we are doing that, we have outlined here how our office is using and disclosing your information.

This office will collect, use and disclose information about you for the following purposes:

- To deliver prompt and efficient customer care and to identify and to ensure continuous high quality service.
- To access your detailing needs, to provide detailing services and to advise you of service options.
- To enable us to contact you and establish and maintain communications with you.
- To offer and provide advice, care and services in relationship to our detailing services and or products.
- To communicate with other business service providers, including specialist and general businesses that are the referring business and/or peripheral business.
- To allow us to maintain communication and contact with you, your spouse or common-law partner, your children, or relatives, to distribute detailing service information, to book and confirm appointments, and to disclose details of any unpaid accounts.
- To allow us to efficiently follow-up for services, appointments and billing.
- To comply with all local, provincial and federal legal and regulatory requirements, including the delivery of customer's records when required by law.
- To allow potential purchasers or advisers to conduct an audit in preparation for a business sale.
- To invoice for goods and services, to process credit card payments if required.
- To collect unpaid accounts which could involve the small claims court and/or collection agency, credit bureau.
- To assist this office to comply with all regulatory requirements.
- To comply generally with the law.

By signing the consent section of this Customer Consent Form, you have agreed that you have given your informed consent to the collection, use and/or disclosure of your personal information for the purposes that are listed. If a new purpose arises for the use and/or disclosure of your personal information, we will seek your approval in advance.

When unusual requests are received, we will contact you for permission to release such information. We may also advise you if such a release is inappropriate.

You may withdraw your consent for use or disclosure of your personal information, and we will explain the ramifications of that decision, and the process.

You may also visit our website at www.absolutedetailing.com/privacystatement.htm to view our Privacy Policy online. Our online policy also includes what information is collected and for what use when you visit our website.

To download a copy of the CUSTOMER CONSENT FORM on our website in .pdf format to view, sign and send back to us by mail or fax please visit www.absolutedetailing.com/appointment.htm