

The Pet Supply House Limited
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Privacy Notice

Effective September 1st, 2003

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Our Commitment to Privacy:

Your privacy is important to us! To better protect your privacy we have implemented policies to ensure your privacy is maintained. This notice is provided to explain our online information practices and the choices that you can make about the way your information is collected and used. This Notice is easily accessible to you from our Homepage and every point where personal information may be requested.

Information That We Collect:

This notice applies to all information collected or submitted on The Pet Supply House (PSH) website. Certain pages of the website allow you to order products, make requests, and register to receive materials. The information collected at these pages is limited to:

Name
Address
Email Address
Phone Number

Credit Card Information

On some pages you may be required to submit information about other people. For example, you may order a gift online that you want sent directly to the recipient. In this case you will need to submit the recipient's personal information. In this circumstance, the type of information collected would be:

Name

Address

Phone Number

How We Use Information:

We use the information you provide about yourself when placing an order only to complete that order. We do not share this information with outside parties except to the extent necessary to complete that order.

We use the information you provide about someone else when placing an order only to ship the product and confirm delivery. We do not share this information with outside parties except to the extent necessary to complete that order.

Once you place an order with us, your information is stored in our customer database. This information may be used occasionally to send you promotional material such as Catalogues and Sale Flyers and our email newsletter. You may request to have your personal information removed from our database at any time.

We use return email addresses to answer the emails that we receive. Such addresses are not used for any other purpose and are not shared with outside parties.

If you have not placed an order with us, you can register on our website if you want to receive our monthly newsletter by email. Information you submit on our website will not be used for any other purpose and will not be shared with any outside parties.

Finally, we do not use or share any information that would identify you individually in any way other than as described above.

Our Commitment to Data Security:

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have implemented appropriate procedures and safeguards to insure the security of the information we collect online.

How to Access or Correct Your Information:

You can modify or remove your personally identifiable information that we collect online by emailing your request to info@petsupplyhouse.com . You may also phone your request to our Customer Service Department at 1-800-268-3716, during normal business hours.

To protect your privacy and security, we will also take reasonable steps to verify your identity before making any changes or corrections

How to Contact Us:

Should you have any other questions or concerns about these privacy policies, please call us at 1-800-268-3716, or email us at info@petsupplyhouse.com . You may also mail a written request to:

The Pet Supply House Limited
25 Shamrock Rd.
Erin ON N0B 1T0

How to File a Complaint:

If for any reason you would like to file a complaint, please call our customer service number for details 1-800-268-3716. You may also send an email to our service department with the nature of your complaint to info@petsupplyhouse.com .