

**General Equipment & Supply** recognizes the importance of privacy to our customers. Our relationship is founded on trust and we are committed to maintaining that trust.

This Privacy Policy confirms our dedication to protecting your privacy by clearly stating how we will maintain the confidentiality and privacy of the personal information that you have entrusted to us.

## **OVERVIEW**

### **What This Policy Covers**

This policy covers how we handle and protect the personal information we collect from you.

### **Purposes for Collection of Personal Information**

GE&S collects personal information for the following limited purposes:

- a) To establish and maintain customer information
- b) To keep track of customer preferences
- c) To keep customer informed of GE&S work and new products
- d) To establish and maintain contact and mailing lists
- e) To provide sound advice to those interested in our special purchase programs

### **How We Use Your Personal Information**

GE&S maintains a mailing list containing personal information needed to contact you, accurately accounting.

In addition, for those customers who opt to participate in our special news letter programs, we rely on the personal information provided to timely updates on specials.

### **How Personal Information is maintained**

GE&S does not exchange, sell, barter, trade, or give away your personal information to any other organization.

GE&S stores and maintains personal information in strict conformity with the requirements of the GE&S Privacy Policy, and we demand the same of our contactors, suppliers and employees.

GE&S applies the principles of the Privacy Policy as follows:

### **Accountability**

GE&S accepts full responsibility for the personal information it collects, maintains, and keeps under its control. In order to fulfill this responsibility, GE&S has:

- a) Designated an official(s) to be responsible for day-to-day care and control of personal information;

- b) Procedures in place to handle the receipt of, and response to, complaints and inquiries;
- c) A policy of training and keeping staff informed on our policies and practices respecting personal information; and
- d) Taken steps to ensure that our customers, supporters, and the public at large have a clear understanding of our policies and procedures respecting personal information.

### **Identifying Purposes**

GE&S is committed to openness and transparency regarding its collection and use of personal information. We collect and use personal information for the following purposes:

- (i) To establish and maintain customer information
- (ii) To keep track of customer preferences
- (iii) To keep customers informed of GE&S's work and new specials
- (iv) To establish and maintain contact and mailing lists

### **Consent**

GE&S will ask our customers, supporters, or anyone on our mailing list prior to using their personal information for any purpose other than that for which it was originally collected.

The only exception to the foregoing is if we are required to disclose personal information in order to conform to an obligation imposed by law or statute.

### **Limiting Collection**

GE&S restricts the collection of personal information only to that information which is necessary for the limited purposes stated above.

We are committed to collecting personal information only by fair and lawful means.

### **Limiting Use, Storage and Disclosure**

GE&S does not use personal information for purposes other than those for which it was originally collected, unless consent was first given by the person from whom the information was received.

Personal information is retained for only as long as it is needed and only for the fulfillment of the purposes for which it was originally collected. We have guidelines on record retention times, which are also guided by legislative requirements.

### **Accuracy**

GE&S is committed to maintaining accurate, complete and up-to-date personal information as required for the purposes for which we use it.

### **Safeguards**

GE&S has in place safeguards appropriate to the sensitivity of the personal information in our possession. The safeguards include but are not limited to:

- Security alarm systems.
- Physical security such as locked offices, locked cabinet storage, restricted access to areas where personal information is stored.

Internal control systems such as restricted computer access through password protection, firewalls etc., staff access on a need-to-know basis, confidentiality agreements, and limited access

- To areas where personal information is stored.
- Contractual agreements regarding protection and security, equal to or exceeding that provided by GE&S, with third party services which we may use from time to time to process personal information.
- Elimination of personal information no longer needed to meet the purposes for which it was collected. The information is eliminated by means intended to render the material unrecoverable by others.

### **Openness**

GE&S makes information about its policies and practices respecting the management of personal information available to all interested parties.

### **Challenging Compliance**

GE&S has a Privacy Compliance Officer who is responsible for the management of personal information and ensuring compliance with privacy legislation.

The Privacy Compliance Officer will receive and respond to information requests, challenges and complaints.

We will reply to all requests in writing in a timely manner, usually within the 30 days. If complaints are found to be justified we will endeavor to take appropriate measures and resolve the matter to the satisfaction of the complainant.

For more information regarding our Privacy & Security, please write to GE&S

The Privacy Compliance Officer  
**General Equipment & Supply**  
PO Box 80489  
Simpsonville, South Carolina 29680