



FREQUENTLY ASKED QUESTIONS

Q. Why does The Elite Fleet Courier collect personal information about its customers?

A. The Elite Fleet Courier collects personal information for the following purposes only:

To assist us in the provision of our services to our customers.

Q. Who is responsible for The Elite Fleet Courier's personal information management practices?

A. Responsibility for The Elite Fleet Courier's personal information management practices, including compliance with the provisions of The Elite Fleet Courier Privacy Code, rests with the Elite Fleet Courier Privacy Officer who can be reached at (403) 263-1247.

Q. How does The Elite Fleet Courier protect my personal information?

A. The Elite Fleet Courier protects your personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures, regardless of the format in which it is held. The Elite Fleet Courier's employees follow procedures to protect and safeguard your personal information.

Q. As a Elite Fleet Courier customer, can I place restrictions on the collection, use and disclosure of my personal information?

A. You may refuse or withdraw your consent at any time. Please see The Elite Fleet Courier's Privacy Protection Pledge for details.

Q. How can I best understand how The Elite Fleet Courier deals with the collection, use and disclosure of my personal information?

A. The Elite Fleet Courier Privacy Protection Pledge sets out our commitment to protecting your privacy. More detailed information can be found in The Elite Fleet Courier's Privacy Code.

Q. How is personal information defined under the *Personal Information Protection and Electronic Documents Act (Canada)*?

A. Personal information is defined as any information about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.

Q. Why has The Elite Fleet Courier made available The Elite Fleet Courier Privacy Protection Pledge?

A. The Elite Fleet Courier wants you to understand the purposes, for which we collect, use and discloses personal information about our customers. Furthermore, we want to be sure that we have your consent to continue to collect, use and disclose your personal information for those purposes outlined in The Elite Fleet Courier Privacy Protection Pledge. Finally, we have also developed The Elite Fleet Courier Privacy Code to more fully explain our personal information management practices and to respect the *Personal Information Protection and Electronic Documents Act* (Canada).

Q. Where can I obtain more information on privacy?

A. For a copy of the *Personal Information Protection and Electronic Documents Act* (Canada), please visit The Privacy Commissioner of Canada's web site at www.privcom.gc.ca