

---

# Privacy Policy

## Safeguarding Personal Information

At InterDel Aviation Services Inc. (IAS), we will not collect, use or disclose your personal information without your consent - except as required or permitted by law. We do not and will not sell or rent your personal information to anyone for any reason.

Personal information you provide to us will only be used by us as part of our ongoing efforts to provide you with superior service and selection, to enhance your experience with IAS and to improve the value and benefits we can provide you.

We know that we earn your business and your trust with each transaction. And that is why we will take every step necessary to protect your privacy by safeguarding any personal information we collect, provide to third-party service providers and/or store during the course of doing business together.

Our mandate for protecting your privacy is to ensure that our privacy standards meet or exceed the guiding principles established in federal and provincial privacy legislation.

IAS is responsible for personal information it holds or which is under its control, including the personal information it entrusts to service providers. We have designated our Financial Controller to act as our Privacy Officer, whose duties will include monitoring IAS compliance with relevant legislation, replying to our valued customer's questions, as well as responding to requests by individuals for access to and correction of any personal information IAS has collected on them.

We adhere to Ten Privacy Principles to ensure your personal information is protected.

## 10 Principles of Privacy Protection

### Principle 1 - Accountability

IAS is responsible for maintaining and protecting the customer information under its control. In fulfilling this mandate, IAS has designated an individual who is accountable for the company's compliance with the Ten Privacy Principles.

### Principle 2 - Identifying Purposes

The purposes for which your information is collected, used or disclosed shall be identified before or at the time the information is collected, used or disclosed. IAS will limit the collection and use of your information to the minimum we require to deliver superior service to you, our customer; this includes advising you about our products, services and other opportunities and those of select third-parties, recognition of returning customers and to administer our business.

### Principle 3 - Consent

Your knowledge and consent (express or implied) are required for the collection, use or disclosure of your personal information except where required or permitted by law.

### Principle 4 - Limiting Collection

Any personal information we collect from you is limited to those details necessary for the business transaction, as described further below, and we only collect this information using fair and lawful means.

### Principle 5 - Limiting Use, Disclosure and Retention

We will only use or disclose your personal information for the purpose for which it was collected - unless you provide us with consent to do otherwise or when it is required or permitted by law. We will not retain your

personal information any longer than required to fulfill the needs of why we collected the information to begin with.

**Principle 6 - Accuracy**

Our commitment is to maintain your personal information as accurate, complete and up-to-date as is necessary for the purpose that we collected it for in the first place.

**Principle 7 - Safeguarding Customer Information**

We are committed to protecting your personal information with safeguards appropriate to the sensitivity of that information.

**Principle 8 - Openness**

We will answer your questions about our privacy policies, procedures, and our management of your personal information in as understandable a format as possible.

**Principle 9 - Customer Access**

If you require details on your personal information at IAS, please send us a written request. Upon receipt of this request, IAS will inform you of the existence, use and disclosure of your personal information and will provide access to that information, except where the law requires or permits IAS to deny access. We will provide you information within a reasonable time period and provide an explanation if we are unable to meet your request. Some inquiries may entail a charge, but we will provide an estimate for the amount in advance.

**Principle 10 - Handling Customer Complaints and Suggestions**

Our commitment is to handle questions about our privacy principles, practices or any suggestions to improve promptly. Please direct your communications to the IAS Financial Controller

## **Categories of Personal Information**

At IAS, we gather and use personal information to provide our customers with the products and services requested or to offer additional products and services we believe you might be interested in. Providing us with your personal information is always your choice. Most of the information we collect comes to us directly from you, and only with your consent. The types of information we may ask for depends on the nature of our service we provide.

### **Purchases of Aviation Products or Services**

We do not, as a condition of the supply of a product or service require consent to the collection, use, or disclosure of personal information beyond that information, which we require to comply with all applicable laws and deliver superior service to our customer.

We may need to collect contact, payment or other personal information (e.g., passport information) from clients to complete a transaction. Examples of where we may need such other information include arranging the provision of services from third-parties (e.g., reservation specialists, transportation services) or complying with any applicable law, including, without limitation, any rule or regulation promulgated by Transport Canada, Citizen and Immigration Canada or any other foreign or domestic governmental authority.

Should we wish to use your contact information to send you promotional information we will ask for your consent.

We may also send you a thank you letter or follow-up communication following a purchase of any of our products or services. This will typically be the only communication you will receive following a purchase. Should we use this information for any other purpose, we will first ask for your consent.

### **Our Website**

IAS operates a website at [www.interdel.ca](http://www.interdel.ca). The features of our website and the nature of personal information we may ask may change from time to time. We do not use or disclose personal information for reasons other than the specific purpose for which it was originally provided or consented to. Examples of how we may use personal information include: we may use email address, or telephone number or address,

to respond to communications, questions, suggestion and/or requests for assistance in using our website; or we may ask for personal information when a client contacts us for identification purposes if appropriate, for example, if you have questions as to the status of a booking you have placed with us.

### **Disclosure to Third-Party Service Providers**

In the process of meeting the needs of our customers and providing the services requested, IAS may share information with certain third-party service providers for the following purposes: to create a booking account, to provide products and services directly to the client and to address customer service issues that may arise. We will use reasonable efforts to ensure that your personal information is used in a manner that is consistent with IAS' 10 Principles of Privacy Protection and our policy.

Examples of third-party service providers may include without limitation: credit card issuers and processors, various delivery services, transportation services, database services and reservation service providers. If you do not wish us to provide your personal information to these service providers, there may be certain situations where we may be unable to process the transaction or provide the services requested.

### **General**

All the information provided to us is securely maintained and kept strictly confidential to a level appropriate to the level of sensitivity of the information. We use a variety of security measures such as restricting employee access to files, data centres and using locked file cabinets. In addition, we make use of electronic security measures such as passwords, personal ID numbers and data encryption as appropriate.

Employees must observe the highest standards of confidentiality. We subscribe to the general principle that only those employees that need to know the information in order to provide customer services, have access to information.

IAS may disclose information as permitted or required by law. Some examples may be:

- to comply with a subpoena, warrant or order issued or made by a court, person or body with jurisdiction to compel the production of personal information;
- to an entity, which may be a government institution or other person that has lawful authority to obtain the information; or
- to a public body or a law enforcement agency concerning an offence under the laws of Canada or a province, to our legal counsel.

### **Removal of personal information**

If requested, our Privacy Officer will make every reasonable effort to remove information; however, we may retain some information to prevent fraud, collect moneys owed, resolve disputes, and to comply with federal and provincial legal requirements.

### **Changes to our Privacy Policy**

Our business constantly changes to meet the needs of our customers and, as a result, our policies and procedures pertaining to privacy and security are also subject to change. We reserve the right at any time without notice to change or modify any of our practices, policies and procedures which relate to privacy and security.

### **Privacy Officer**

IAS has appointed a senior member of its management group to the role of Privacy Officer. It is this person's role to ensure that IAS meets our customers' expectations surrounding privacy. If you have questions or concerns regarding IAS Privacy Policy, please contact us:

#### **By mail:**

Financial Controller  
InterDel Aviation Services Inc.  
5360 Airport Road South

Richmond BC  
Canada V7B 1B4  
Telephone 604 303 8103  
E Mail: [deanne@interdel.ca](mailto:deanne@interdel.ca)

## **Other Privacy Resources on the Web**

The Office of the Information and Privacy Commissioner for British Columbia  
[www.oipc.bc.ca](http://www.oipc.bc.ca)  
Office of the Privacy Commissioner of Canada  
[www.privcom.gc.ca](http://www.privcom.gc.ca)

How can I access my information?

You may access and verify your information and find out to whom we have disclosed it to at any time by contacting us at the above address. At the time of your request, we will need specific information from you to verify your identity before we can provide you with the requested information.

Upon receiving such a request, IAS will:

- Inform you about what type of personal information we have on record, how it is used and to whom it may have been disclosed;
- Provide you with reasonable access to your information so you can review and verify the accuracy and completeness and request changes to the information;
- Make any necessary updates and amendments to your personal information;
- There may be instances when we will not be able to provide you with access to all of the personal information that you have requested. Examples are if the information:
  - Contains references to other persons;
  - Has already been destroyed in accordance with our policy of only keeping your information for as long as it is needed; or
  - Is subject to solicitor-client or litigation privilege;
- You may also contact our Privacy Officer at any time to let us know that you do not wish to receive any further communication from us or to ask us to change your preferences regarding how we use or disclose your information.

If you have a complaint or a question for us...

We are committed to setting the highest customer service standard within the aviation services industry and hope we will be given the opportunity to correct any situation that does not meet our clients' expectations. For any concerns about privacy, confidentiality or our policies and procedures, all enquires relating to personal information will receive prompt attention and be acknowledged within five (5) business days.

We will continuously assess ourselves to ensure that customer privacy is respected. We will conduct our business in a manner that meets the expectations of our customers.