

Privacy

We collect personal information from our members and customers in the regular course of doing business. This brochure answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

What personal information do you collect about me?

We collect the following information about you:

- **Name**
- **Address**
- **Postal Code**
- **Phone Number**
- **Email Address**
- **Payment card number**
- **Payment card expiry date**
- **Purchase history**
- **Product/service preferences**
- **Customer satisfaction info**
- **Opinions about products and services**
- **Interests and hobbies**

When you visit our web site, we also collect:

- information about your computer, including your IP address, the type of operating system and browser you use, and your computer's location
- what pages you visit on our site and what links you click on
- what other sites you've visited recently

How do you use this information?

The main reasons we collect personal information from you are:

- **Because it is legally required by the Cooperative Association Act of British Columbia under Section 124.**
- **Contests/Surveys**
- **Customer relationship management**
- **Customer service and event notification**
- **To complete a sale/transaction**
- **Contact in the event of an emergency**

If it's a necessary part of any of these transactions, we may disclose your information to another company. For example, when you complete a credit card payment, we forward your information to a credit card processing company.

Use of Personal Information for Secondary Reasons

We also may use your personal information for other, secondary reasons, including:

To complete a sale/transaction

- Payment card number
- Payment card expiry date
- Purchase history

- Product/service preferences

Customer service

- Name
- Address
- Postal Code
- Phone Number
- Email Address
- Purchase history
- Product/service preferences
- Customer satisfaction info
- Opinions about products and services
- Interests and hobbies

To administer your membership

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Customer relationship management

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Contests/Surveys

- Name
- Address
- Postal Code
- Phone Number
- Email Address

Sharing of Personal Information with Third Parties

We do not share your personal information with any third parties, except as required to complete transactions and maintain a list of members.

Office of the Information and Privacy Commissioner for British Columbia

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