



Respecting Your Privacy

Our Commitment to Privacy

Western Drug Distribution Center Limited is committed to the protection of personal information under its control and has established policies and procedures we are confident reflect this. We acknowledge our responsibility to ensure that the cycle of information: collection, use, disclosure, storage, and disposal are conducted in a secure manner per federal and provincial legislative requirements of the Personal Information Protection and Electronic Documents Act (PIPEDA) and Personal Information Protection Act (PIPA).

Privacy at a Glance

Who is responsible for compliance?

As a team we are all working together to ensure your privacy by ensuring that the policies and procedures established by WDDC are followed and legislative requirements are reviewed and updated as required.

Why is my personal information collected?

WDDC only collects information necessary to conduct business and to provide and manage services including:

- Opening an account with WDDC,
- Establishing and maintaining effective responsible relations with customers and veterinary associations,
- Understanding customers' needs and preferences for their future products and service requirements,
- Ensuring customer information is accurate and up to date to provide on-going products and services,
- Protect each of us against error or fraud,
- Developing, marketing, and enhancing products and services to customers, and
- Government and/or legal requirements.

How is my information collected?

Information is collected through phone, fax, internet, verbal and/or written means. Depending upon the type of information required, explicit written consent may be requested in order to provide certain services.

WDDC will inform in a meaningful way the purpose for collection, use and disclosure of your personal information at or before the time of collection.

We assume your continued consent to use, and/or disclose your personal information collected prior to January 1, 2004.

No personal information is collected through our website; however, clinic information is collected by our "cookie" technology for example: number of visits to our website, purchases made from WDDC, date and time website has been visited. It does not personally identify you or extract any personal information from your computer.

What type of personal information is collected and how is it used and/or disclosed?

WDDC collects personal information including:

- Full name
- Designation (e.g. Dr., RVT)
- Practice name
- Practice owner name
- Practice type
- Certificate of incorporation
- Home address and phone number (if desired shipping address or if practice is at that address)
- Email address
- Social Insurance Number (for credit purposes - only if required)
- Relevant billing, purchase, and/or service usage information
- Credit card or banking information
- Credit references (for credit purposes - only if required)
- Date of registration with WDDC

Information is used and disclosed for the purpose in which it was collected, unless given your consent or as required by law. For example: consent may not be requested for an investigation; legal proceedings; to collect a debt owed to WDDC; in an emergency situation that threatens life, health or safety; or if the information is from a public directory.

At any time a customer may withdraw consent to collect, use and disclose their personal information, unless it is necessary to fulfill legal obligations. Without certain information WDDC may not be able to provide certain products and/or services.

How long is the information kept?

WDDC retains personal information for as long as necessary to fulfill the purposes in which it was collected and/or subject to legal requirements.

How do I know the information collected is accurate?

Every effort is used to collect and maintain information as accurately, completely, and up to date as possible. In order for us to keep information that is used on an ongoing basis accurate, it is asked that our customers and service providers provide regular updates regarding such information.

How is the information secured against loss, unauthorized access, or use?

WDDC has numerous security measures in place including:

- All of our computer systems have anti-virus and firewall protection
- Computer system logon user ID and Passwords
- Locked cabinets and offices
- Restricted access to sensitive information
- Extensive building alarm and surveillance system
- Security access cards for WDDC staff to enter the building
- Independent secure document destruction company
- Employees are made aware of confidentiality within WDDC

How do I gain access to WDDC's privacy policies and procedures?

WDDC provides this pamphlet of our general privacy policies and procedures to familiarize you with how we manage your personal information. More details including a description of the type and general use of personal information held by us and what personal information is made available to third parties will be provided except that which is confidential business information.

How do I gain access to my own personal information?

Upon your written request to our Privacy Compliance Officer at WDDC, we will inform an individual of the existence, use and disclosure of his or her personal information in our custody or under our control. Access to that information will be given, subject to some exceptions. For example: access will not be given if it would reveal personal information about another individual or if any legal, security and/or confidential business information would be compromised. All written requests will be addressed within a timely fashion (generally within 15 business days of receiving the request).

Information and/or identification must be provided prior to WDDC permitting an individual to view their personal information. Information and/or identification provided will solely be used for the purpose of verifying your request.

Responding to access requests will normally be at no cost to an individual, however depending upon the amount of information and sources required to fulfill the request, WDDC reserves the right to impose a reasonable fee.

What if I have a comment, question or concern about the privacy policies and procedures at WDDC?

If you have a comment, question, concern or are not completely satisfied with our policies and procedures, please contact or write our Privacy Compliance Officer who will be happy to assist you.

Dawn Ulrich

Direct line: 780-702-5312

Toll Free: 1-877-329-9332 ext. 1106

Email: dulrich@wddc.com

Mail or in person 17611-109A Avenue, Edmonton, AB. T5S 2W4

Information on the Personal Information and Electronic Documents Act or Provincial legislation can be found on the government website at www.privcom.gc.ca