



DSM COMPUTING SOLUTIONS INC.
Making IT Work!

Privacy Statement

1. Introduction

DSM Computing Solutions Inc. (DSM) is committed to protecting the privacy of the visitors to our website. This privacy statement is to inform visitors to our site about DSM's practices with regards to the collection, use and disclosure of the personal information that may be collected from or provided by individuals through the dsm-corp.com web site.

2. Scope

This document is part of the DSM Privacy Framework and applies to all personal information in DSM's possession or custody, collected from the visitors to the dsm-corp.com website, including information that has been transferred to a third party for processing.

3. Privacy Statement – DSM Web Site

This website is owned by DSM Computing Solutions Inc. (DSM), which is located in Toronto, Ontario, Canada. DSM takes great responsibility towards safeguarding your personal information and using this information in a responsible manner. This privacy statement informs you on how DSM uses and protects personal information you may provide via our website.

Please read this privacy statement before using our website or submitting information through it. DSM is committed to working hard to serve you and to safeguarding your personal information

4. Your Consent

By using the DSM website, and any functions within the site, you agree with the terms of this privacy statement.

5. Defining Personal Information

According to Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), "personal information" is information pertaining to an individual who can be specifically identified. Information about you is considered personal information for as long as it is possible to relate it back to you through one of your personal identifiers.

Your personal identifiers are any information that identifies you, including your name, your address, your email address and your telephone number. Information that cannot be related back to you is anonymous information.

Removing the personal identifiers from your personal information makes the information anonymous. Whenever possible, DSM works with anonymous information. This privacy statement does not apply to anonymous information.

6. Being Responsible For Personal Information

DSM's Chief Privacy Officer is responsible for ensuring that your personal information is collected, accessed, used, disclosed, stored and disposed of in compliance with applicable privacy legislation.

DSM ensures that any authorized third party involved in the processing of your personal information has a level of protection that is comparable to the level in force at DSM. This privacy statement does not apply to websites linked from this website. DSM recommends that you contact the proprietors of such websites directly for information on their privacy policy.



345 Wilson Ave.
Toronto, Ontario
Canada M3H 5W1
Tel 877-888-9808
Fax 416-398-7899

Call DSM @ (416)398-7855 or Email: inquire@dsm-corp.com for more information

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7. Understanding Why DSM Collects Your Personal Information

When you are submitting inquiries by phone or email, DSM may need personal information from you to reply to you.

DSM may also collect technical information while you visit this website. This information is used to analyze trends, manage this website, track visitor movements, and gather broad demographic information for aggregate use. This information includes the date and time of your visit to this website, the pages you visited on this website, the website where you came from, the type of browser and operating system you are using, your IP address, and the domain name and IP address of your Internet service provider. This technical information is kept separate from your personal identifiers, so it remains anonymous. The DSM website does not regularly use "cookies" to track how our visitors use the site. Whenever we enable "cookies" to facilitate your transactions, we will first inform you.

8. Limiting Protection Of Your Personal Information

DSM tells you when it needs to collect your personal information and what your information will be used for. DSM collects only the information required for the stated purpose and it does so only after you give your consent. You're providing DSM with personal information is entirely voluntary.

9. Using And Disclosing Your Personal Information

Your personal information is used only for the purposes for which it was collected. We do not disclose your personal information to any third party for purposes other than the ones for which it was collected, except as required by law.

10. Retaining Your Personal Information

Your personal information is kept in physical or electronic formats, or both. The duration for which DSM keeps your information depends upon the purpose for which it was collected.

DSM does not keep your personal information for longer than necessary; your information is either destroyed or made anonymous as soon as it is reasonably possible. You can request in writing that your personal information be removed from DSM's files. If you make such a request, DSM will dispose of your information within thirty (30) days of the receipt of your request, except when the law requires that we keep your information.

11. Safeguarding Your Personal Information

The personal information you provide to DSM is subject to strict security measures. Records kept electronically are maintained on a secure network. Physical records are kept in secure storage facilities. The disposal of records is conducted in a secure manner.

DSM employees have successfully submitted to a security screening, they have received training on the implementation of the DSM privacy policy, and they have been instructed as to their responsibilities regarding the protection of personal information. They access only the personal information they need in order to fulfill their duties.

12. Accessing Your Personal Information

You can request a copy of the personal information DSM has about you; you can also request an account of your personal information's use and disclosure. DSM will respond within thirty (30) days of the receipt of your written request. DSM reserves the right to charge a nominal fee for processing and handling your request.



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13. Keeping Your Personal Information Current And Complete

You can send DSM corrections or updates to your personal information, by phone, email or regular mail only. Please provide your full name, your current address and your current telephone number with your correspondence.

14. Obtaining DSM's Privacy Policy

DSM has implemented a privacy policy for the protection of your personal information. You can send a written request for a copy of the DSM privacy policy to the attention of the Privacy Officer, or phone for a copy at (416) 398-7855.

15. Sending Complaints, Concerns Or Enquiries

DSM has procedures in place to receive and respond to complaints, concerns or inquiries about its policies and practices relating to the handling of your personal information.

Send all correspondence to the attention of the Privacy Officer. Complaints in particular should be sent in writing through regular mail. DSM will investigate your complaint and respond to you within thirty (30) days of the receipt of your correspondence. DSM will take appropriate measures to resolve your complaints and answer your inquiries and concerns.

By Mail : Attention: Privacy Officer
DSM Computing Solutions Inc.
345 Wilson Avenue, Suite 100
Toronto , Ontario M3H 5W1
Canada

By Phone : 416-398-7855

By Fax : 416-398-7899

By Email : Info@dsm-corp.com

16. Changes To This Privacy Statement

DSM may update this privacy statement from time to time. When it updates it, a notification will be published on this website no less than thirty (30) days before the statement modifications are done. The notification will include instructions for you to respond to the changes if you wish to do so. This privacy statement was last updated on November 1, 2005.



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