

Elgie Bus Lines Privacy Commitment to our customers and clients by ensuring the protection of your privacy when you do business with us. Elgie collects and uses personal information to provide safe and secure transportation services to you.

What is personal information?

Personal information is broadly defined as information about an identifiable individual in both paper and electronic form. This typically includes name, address, telephone, e-mail address, billing information, or credit and financial information.

Purpose of Collecting or How does Elgie Bus Lines use your personal information?

Personal information will only be requested and used for the stated purpose to:

- Provide safe and secure transportation.
- Improve customer service.
- Application for credit.
- Resolve customer concerns and complaints.
- To recruit, train, and retain professional drivers.
- Compliance with legal and regulatory requirements.

You may choose not to provide us with any of your personal information. However, if you make this choice we may not be able to provide you with the service you required.

Consent or How is your consent obtained?

You can provide your consent for us to use your personal information in a number of ways:

- 1. Implied consent** - when you provide personal information for service. For example, you may provide us with your name and pick up location in order for us to book a charter.
- 2. Express consent** - when you provide information in writing or as part of an application process.

Safeguard Information or How does Elgie Bus Lines protect your personal information?

Elgie Bus Lines will:

- Only collect, use and retain personal information for purposes clearly identified.
- Protect the confidentiality of your personal information with the appropriate and effective security safeguards - both in paper and electronic form. This includes locked cabinets, computer passwords, and firewall protection.
- Retain your personal information for only as long as it is needed for products and services you are using and for a reasonable time thereafter or to meet legal requirements.
- Disclose information to a third party only with your consent or to meet an applicable legal requirement.
- Strive to keep your information as accurate and current for the purposes identified above.
- Allow access to your personal information as defined in PIPEDA.

[Our Web site at www.elgiebuslines.ca](http://www.elgiebuslines.ca)

As an on-line visitor to our Web site, your personal information is also protected under PIPEDA.

Like many Web sites, Elgie Bus Lines automatically collects certain non-personal information such as IP addresses. This is a numerical code that does not identify you individually but allows us to administer our web site and compile aggregate information on site traffic for internal use. Our Web site does not use cookies at this time. Cookies are a technology that installs a small amount of information on the Web site user's computer to permit recognition for future visits by that computer. All individuals within this site have signed written consent forms to appear.

[How do I contact Elgie Bus Lines if I have a question with respect to personal information and privacy?](#)

If you have any questions or concerns regarding privacy and the protection of your personal information, Elgie Bus Lines Ltd. provides the following means for contacting its Chief Privacy Officer:

By email:

brad@elgiebuslines.com

In writing:

Chief Privacy Officer
Elgie Bus Lines Limited
400 Sovereign Road
London, ON, N6M 1A6

Privacy Commissioner of Canada

112 Kent St,
Ottawa, ON K1A 1H3
Telephone 613-995-8210
Fax 613-947-6850

Facsimile: 519-451-1390

Email: infocon.gc.ca

Telephone: 519-451-4440

www.privcom.gc.ca

We will strive to respond to your request and investigate your concerns in a timely manner and within the guidelines of PIPEDA.

[Privacy Policy Changes](#)

In order to accommodate changes to services, technology and legal requirements, Elgie Bus Lines may add, change or remove portions of our privacy commitment to ensure continued protection of your personal information and will update our customers and associates accordingly.