



LINK HOME SERVICES

PRIVACY POLICY

We are committed to protecting the privacy of our clients, employees, contractors, and business associates. This policy explains how Link Home Services collects, holds, uses, and transfers personal information in the course of its business. It also sets out individuals' rights regarding their personal information that we hold. In this policy, the terms "we" and "us" refer to Link Home Services (hereafter referred to collectively as Link). Personal information is any information about an identifiable individual. This includes a person's age, address, opinions, and financial details. However, the name, title, business address, and contact information of an employee in an organization are not personal information.

PRINCIPLE 1: WE ARE ACCOUNTABLE FOR THE PERSONAL INFORMATION WE CONTROL

Link Home Services is responsible for the personal information controlled by it and its subsidiaries. We have appointed a Privacy Officer to protect personal information and ensure compliance with privacy laws. We have also established policies and procedures and trained our staff to protect personal information. If you have any questions about our privacy policy, you may contact our Privacy Officer at 1-855-444-5465 ext. 4.

PRINCIPLE 2: WE WILL TELL YOU WHY WE ARE COLLECTING PERSONAL INFORMATION AT THE TIME OF COLLECTION

Link collects personal information from the persons we interact with in order to operate our business. These persons include: clients, employees, contractors, suppliers, our subsidiaries and government agencies. We collect information from potential and accepted employees and independent contractors for the purposes of:

- Evaluating their suitability and employability
- Providing pay and benefits
- Assessing performance and compliance with company policies
- Training and development
- Complying with applicable laws
- Beginning, maintaining, and ending the employment or contractor relationship

We collect information from current and prospective clients for the purposes of:

- Delivering our products and services
- Determining eligibility for products and services
- Billing
- Evaluating creditworthiness
- Informing potential and current clients of business opportunities
- Marketing and business development
- Compiling sales leads
- Complying with applicable laws
- Utilizing a client as a reference for our services
- If Link contemplates selling its business, disclosure to a potential buyer will be required but such information will be kept confidential
- With your consent, any other reasonable use

- With your consent, we may also share your personal information with energy suppliers and distributors in order to supply you with the energy that you have requested.

PRINCIPLE 3: WE WILL OBTAIN YOUR CONSENT TO COLLECT PERSONAL INFORMATION

In order to collect, use, or disclose your personal information we will obtain your informed consent. This consent may be obtained directly from you or through a third party if you have authorized that third party to give us your information. If we want to use your information for a new purpose that was not initially disclosed, we will need to get your additional consent for the new purpose.

WHAT IS CONSENT?

Consent may be express or implied. We may obtain express consent over the phone or in writing. Our contracts with clients, employees, and independent contractors will contain a provision authorizing us to collect and use your personal information. We may obtain implied consent when given the circumstances; we can assume that you would agree to the collection and use of your personal information. For example, if you request a quote from us, we can assume that you have consented to our collection and use of the information necessary to produce the quote, such as your address and consumption volumes. Exceptions to the consent requirement: We may only collect or use your personal information without your consent if it is already publicly available. We may only disclose your personal information without your consent if we are required to do so by law or court order, the disclosure is made to our lawyer, our suppliers, the information is already publicly available, or in the event of a sale of Link's businesses to a potential buyer. Withdrawal of consent: You have the right to withdraw your consent to our use of your personal information. However, we need your personal information to do business with you, so withdrawal of consent will likely cause the cancellation of any existing contracts between us and you, as well as any applicable financial consequences for early cancellation.

PRINCIPLE 4: LIMITING COLLECTION OF PERSONAL INFORMATION

We only collect the personal information that is reasonably required for the operation of our business.

PRINCIPLE 5: LIMITING USE, DISCLOSURE, AND RETENTION OF PERSONAL INFORMATION

We collect personal information only for the purposes specified in Principle 2. If we want to use your personal information for a new purpose that was not disclosed when we obtained your consent, we will request your additional consent for the new purpose. Subject to the exceptions listed under Principle 3, we will not disclose your personal information to third parties without your consent. We will only retain your personal information for the amount of time that we reasonably require. We will retain personal information regarding clients, employees, and independent contractors for the length of any contract, plus a reasonable time following the end of the contract to allow us to comply with any contractual, legal, regulatory, or audit requirements. Following the end of this period, the information will be deleted or shredded.

PRINCIPLE 6: ACCURACY OF PERSONAL INFORMATION

It is necessary that the personal information we hold be as accurate as possible. To that end, we endeavour to keep our information accurate and make any necessary changes. We also encourage our clients, employees, contractors, and business associates to inform us of any changes in their personal information so that we may keep accurate records.

PRINCIPLE 7: SAFEGUARDING PERSONAL INFORMATION

We will protect your personal information by using security measures appropriate to the information's sensitivity. This will include physical measures such as locking filing

cabinets, technological measures such as passwords, and organizational measures such as limiting access to those who need to know the personal information.

PRINCIPLE 8: OPENNESS

Link publishes its privacy policy on its website. Anyone who has additional questions about how we handle personal information may also contact our Privacy Officer at 1-855-444-5465 ext. 4.

PRINCIPLE 9: YOU MAY ACCESS YOUR PERSONAL INFORMATION

You have the right to see your personal information that we possess and to be informed of how we have used the information and whether we have transferred it to any third parties. If you feel that your personal information that we hold contains errors, you may request that they be corrected. To access your personal information held by Link, you may make a written request to our Privacy Officer at info@linkhomeservices.com or

PRINCIPLE 10: CHALLENGING OUR COMPLIANCE WITH THIS PRIVACY POLICY

We will respond to any questions or complaints regarding this privacy policy and our handling of your personal information. Our privacy officer will investigate and attempt to resolve any complaint we receive. If you have any questions, wish to make a complaint, or want to withdraw your consent to our use of your personal information, please contact our Privacy Officer at 1-855-444-5465 ext. 4.