

**R. KIM TIPPER & ASSOCIATES FINE VIOLINS  
PRIVACY POLICY  
April 2009**

**R. Kim Tipper & Associates Fine Violins is committed to respecting confidentiality and protecting the privacy of your personal information, in accordance with the *Personal Information Protection Act of British Columbia (PIPA)*. If you would like to see our privacy policy or speak to our privacy officer, our staff will be pleased to assist you.**

You are free to refuse to provide personal information at any time, and to ask us to revise inaccurate information already in our records. If you prefer not to provide your personal information to us, we will not be able to provide some services to you in future (e.g., notice of new merchandise of interest to you). If you have any questions or wish to correct information, please advise store staff, who will direct you to our business privacy officer.

*Please note:* Our business premises are under 24-hour surveillance for the safety of employees and for the security of the instruments we have for sale and repair. The recordings are stored and accessed remotely as needed for these purposes only and only by the business owners or computer system administrators. Video recording is not intended to monitor the routine activities of customers or staff and the recordings will be treated confidentially and respectfully. Video recordings may be retained and provided to law enforcement officials if needed.

Our commitment to you is:

1. We may collect personal information, such as the following, from you or from your representative. To complete most business transactions, we require:
  - a. Name;
  - b. Home address; and
  - c. Telephone number (home, business, and or cell, as you choose); and/or
  - d. E-mail address (if you prefer to be contacted by e-mail).

We may also use the contact information you provide to:

- a. Identify you in our customer records;
- b. Invite you to special events, such as seasonal celebrations held for our customers;
- c. Advise you of merchandise we feel may be of particular interest to you (e.g., items brought in to the store for a limited time);
- d. Advise you of general sales events or other promotions;
- e. Maintain taxation and other business records, as required by law.

If you do not wish to be contacted for purposes other than business transactions,

2. We will not sell or trade your personal information.
3. We may collect other information from you for the following purposes:
  - a. Credit card information, to process payments;
  - b. A note that you have provided proof of your identity, including photo identification, to prevent fraudulent use of your credit card or cheques;
  - c. Full name and date of birth, to establish creditworthiness;
  - d. Your preferences regarding instruments, repairs, accessories, or other merchandise, to better prepare for future transactions and to identify merchandise of interest to you;
  - e. Your relationship to other customers (e.g., your children), for contact purposes.
4. To serve you and your instrument most effectively, we will record and retain in our business records the following information about any instruments, bows, cases or other merchandise that we sell to you or repair for you:
  - a. All information recorded on the instrument label;
  - b. Dimensions and full description;
  - c. Brands, decorations, repairs, restorations, and any other identifying characteristics;
  - d. Full repair and restoration history with our business, including labour and parts provided;
  - e. Any other repair and restoration history that you provide to us;
  - f. Appraised value, updated from time to time;
  - g. Cost of repairs or restorations, and sales price (if sold by us);
  - h. Photos and description of instruments offered for sale, for advertising (including website, print, and any other medium we choose);
  - i. A copy of any certificates, history, photos, or other documentation you provide to us.
5. Information collected on instruments, bows, and other merchandise will be used as follows:
  - a. To establish provenance, for insurance and valuation purposes;
  - b. To create a full description and accurate record of repair and restoration history, for valuation, insurance, possible future sales, and in case of theft or loss;
  - c. To assist our planning of repairs or restorations;
  - d. To promote an instrument, bow, case, or other item for sale, if consigned to us for that purpose;
  - e. For business planning purposes, such as inventory development.
6. Information on the past and present ownership of instruments, bows and other merchandise will be treated confidentially.

Information will be provided to third parties only when required in situations such as insurance claims or legal proceedings.

7. Information will be retained in our active files until no longer required to be retained by law, or 7 years after your last transaction with us, whichever is later. At that time, it will be retained in our archives only. This is in case you ask us to access information in our records at a later date, or for one of the purposes outlined in item 5.
8. Personal information may be collected, stored, and disclosed without consent, as required or allowed by law.
9. We will provide you with a copy of this policy on request.

*Last updated April 29, 2009.*

**Request not to use personal information**

Please do *not* use my personal information for the purposes that are checked off below:

- To invite me to special events, such as seasonal celebrations held for our customers;
- Advise me of merchandise you feel may be of particular interest to me (e.g., items brought in to the store for a limited time);
- Advise me of general sales events or other promotions.

Name (please print)

Signature

Date