



VTech Technologies Canada Ltd.

TITLE	VTech Technologies Canada Ltd. Privacy Policy Form
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VTech Technologies Canada Ltd. Privacy Complaint Form

Please use this form to file a privacy complaint with VTech Technologies Canada Ltd. Completion of this form does not waive the individuals rights under applicable provincial (PIPA) and federal (PIPEDA) privacy legislation. You may also file a privacy complaint with the Privacy Commissioner. If assistance in completing this form is required, please call 604-273-5131, attention "Privacy Officer".

- Part 1 Complainant Identification Information
- Part 2 Specific Personal Information involved in complaint
- Part 3 Common Complaint / Dispute types (pre-formatted for ease of use)
- Part 4 Complaint Details
- Part 5 Expected Resolution
- Part 6 Attachments
- Part 7 Complainants Declaration
- Part 8 VTech Privacy Officer Use only
- Part 9 Address information to send complaint to

Part 1 Complainant Identification Information

Last Name:		First Name:		Middle Initial:		
Street/Apt. Number:		City/Town:		Province/Country:		Postal Code:
Day Time Phone Number: ()		Other Phone Number: ()		Best Time to Contact? Day ___ Evening ___		Fax: ()
Are you a: Customer: _____ Employee: _____						

Part 2 Specific Personal Information Involved in Complaint

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Part 3 Common Complaint / Dispute Types (select any that are applicable)

1. How my personal information was collected.
2. How my personal information was disclosed, shared, or sold outside VTech Technologies Canada Ltd.
3. My personal information was not safeguarded or protected.
4. My personal information was not kept long enough or, for too long.
5. Personal information access fees were too high.
6. My personal information retained by VTech Technologies Canada was inaccurate or incomplete.
7. My written request for access to my personal information was not complied with.
8. I was not given reasons for this access or, I disagreed with reasons given.
9. Use of my personal information and how it is dispersed with was not given upon my request.
10. I did not receive a response to my request on how my information is divulged.
11. I felt that VTech Technologies Canada's privacy policy was unclear or inaccurate.
12. I could not find VTech Technologies Canada's privacy officer or make contact with this person.

Part 4 Complaint Details

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Part 5 Expected Resolution

Part 6 Attachments
<p>Please attach any documents helpful in understanding your complaint (Photocopies acceptable). Please include the following if applicable and/or available:</p> <ol style="list-style-type: none"> 1. If you had contacted the Privacy Commissioners Office first and they asked that you first attempt to resolve your dispute with VTech, provide a copy of that letter from the Privacy Commissioner. 2. Your letter to VTech Technologies Canada requesting access to, correction of, or information on the use and disclosure of your personal information. 3. VTech Technologies Canada's reply to that request. 4. If you are submitting a privacy complaint on the behalf of another person please provide authorization and signed consent indicating this. 5. Other attachments: _____

Part 7 Complainants Declaration			
<p>I hereby understand that Personal Information in this form is required for the purposes of resolving this privacy complaint and it will be kept confidential by VTech Technologies Canada Ltd. and its agents. I understand my signature on this form implies express consent under the applicable provincial privacy legislation and PIPEDA. I authorize VTech Technologies Canada Ltd. to collect, use, retain and disclose personal information and agents for that purpose.</p>			
Signature:	Date (mm/dd/yyyy):	Submission Format: (Circle Type) Post Mail / E-mail	Date Submitted (mm/dd/yyyy):

Part 8 VTech Privacy Officer Use Only				
Complainant Number:		Date Received:		Privacy Officer:
Complainant Classification:		Privacy Act Reference Section:		Complaint Status:
No.	Recommendations / Actions Taken	By	Due	Status and Remarks
Recommended By: (Name/Signature/Date)		Noted By: (Name/Signature/Date)		Authorized By: (Name/Signature/Date)

Part 9 Address information to send complaint to			
Post Mail	VTech Technologies Canada Ltd. 12111 Jacobson Way Richmond, BC V6W 1L5 Canada Attention: Privacy Officer	Fax	604-273-1425
		Email	privacyofficer@vtech.ca
To protect your personal private information, VTech Technologies Canada Ltd. complies with applicable provincial and federal privacy acts. Questions regarding how we collect, disclose or use this information can be acquired by contacting our Privacy Officer at 604-273-1425.			