

Privacy Policy

Last Updated: February 18, 2025

Introduction

Sigma Convector Enclosure Corp., Sigma Heating and Cooling Corporation., SFC Metal Fab Corporation., Sigma Radiant Heating Ltd., and Omega Heat Pump Inc. (“we”, “our”, or “us”) have created this privacy statement to demonstrate our firm commitment to privacy. This Privacy Policy describes how we collect, use, disclose, process, and retain personal information in our business, including on our websites located at sigmaproducts.com, omega-heatpump.com, and skypeakproducts.com (the “Websites”). By accessing and/or using the Websites or any of our services, you agree to the collection, use, disclosure, processing, and retention of your personal information as described in this Privacy Policy.

We may make changes to our Privacy Policy from time to time. When we do so, we will post the revised policy on our Websites and amend the effective date at the top of the policy. We encourage you to check back on our Websites for the latest information about our Privacy Policy and practices. If we make significant changes to our Privacy Policy, we will take additional measures to bring these to your attention. Following our posting of any changes to this Privacy Policy, your continued use of the Websites and/or our services signifies your consent to the revised terms of this Privacy Policy.

What types of information do we collect?

For the purposes of this policy, “**personal information**” is any information about an identifiable individual, including any information that, alone or in combination with other information, could be used to identify an individual. Personal information does not include aggregated information, or any personal information that has been de-identified through the removal of potentially identifying details, such that the data may not be identified with a particular individual.

When you use the Websites or any of our services, we may collect, use, process, and/or disclose the following personal information:

- **Information you provide directly to us.** We collect personal information that you provide directly to us when you send us an email or call us by phone, such as your name, title, phone number, email address, and postal address. We may use this information to provide you with information about our company and perform services if requested.
- **Usage information.** We may also collect non-personal usage data as you use the Websites. We use this data to improve our visitors’ experience on our Websites.

Other than some key information which we require to provide our services, most of the personal information that you provide to us is optional. If you choose to not disclose certain personal information to us, that may mean that you will not be able to access certain features of the Websites or services.

We rely on you to ensure that the personal information you provide to us is accurate, complete, and up-to-date. You may make changes or corrections to your personal information at any time. If you

would like to review or update your personal information, please contact our Privacy Officer using the contact information provided below.

How do we use personal information?

We generally collect, use, disclose, process, and retain your information to provide services to you and to operate our business, including for the following purposes:

- to establish and maintain a commercial relationship with you;
- to provide services that you have requested from us;
- to contact you about services you have requested from us;
- to provide you with support and ongoing customer service;
- to help you efficiently access and use our Websites and services;
- to provide, improve, test, and monitor the effectiveness of our Websites and services; and
- to meet legal and regulatory requirements.

Any personal information submitted to us is kept confidential and will not be shared, except as specified in this Privacy Policy.

When do we share personal information?

We may provide your personal information to service providers that we have engaged to provide us with services or to perform services on our behalf, based on our instructions, such as data processing and storage companies or individuals and organizations that provide professional and/or administrative services to us. We may also share your information within our corporate group or with service providers who help us run our operations, provide services to you, or fulfill your requests.

We may provide your personal information to a third party where reasonably required in the context of a sale, merger or amalgamation involving all or part of our business. In any such case, the recipient parties will be contractually required to keep the information confidential and use it only for the purposes of the transaction, or proposed transaction, in question.

We may disclose your personal information in response to a search warrant or other legally valid inquiry or order, or as otherwise required or permitted by applicable law, including the disclosure of personal information where necessary for the establishment, exercise, or defense of legal claims, or to prevent actual or suspected loss or harm to persons or property.

How do we use cookies?

We use “cookie” technology to provide you with a better user experience as you use the Websites. A cookie is a tiny element of data that our Websites can send to your browser, which is stored on your device and records your preferences and your use of the Websites so we can recognize you when you return. We use cookies to help us understand how you use our Websites so we can make our Websites more relevant to you. You may set your browser to notify you when you receive a cookie or to not accept certain cookies. However, if you decide not to accept cookies in connection with our Websites, you may not be able to take full advantage of all of the features of our Websites.

We also use [Google Analytics](#) tools (to opt out, [click here](#)) to evaluate usage of our Websites. We use these tools to obtain aggregated statistical information about the use of the Websites to help us improve our services, performance, and user experiences.

How long do we retain personal information?

We retain your personal information only where required to fulfil the purposes set out in this Privacy Policy. When we no longer have a legitimate need to retain your personal information, we will securely destroy or erase it. Certain third-party service providers may have their own retention policies and legal requirements related to retention.

How do we safeguard personal information?

We endeavor to maintain appropriate physical, procedural, and technical security with respect to our offices and information storage facilities to prevent any loss, misuse, unauthorized access, disclosure, or modification of your personal information. We further protect your personal information by restricting its access to employees who need to have knowledge of that information to provide our services.

Cross-border data transfers

We and some third-party service providers that we may engage may store or process your personal information in the United States or other jurisdictions other than Canada, where it may be subject to the laws of the jurisdiction in which it is stored. By using the Websites and/or our services, you expressly agree that your personal information may be transferred to the United States.

Your choices and access to your personal information

We value your choices when it comes to your personal information. You choose how much information to share with us when you contact us by email or phone or otherwise use our services. You generally have the right to withdraw your consent to any further collection, use, or disclosure of any elements of your personal information, subject to legal and contractual requirements; however, such a withdrawal may reduce your ability to take full advantage of our services.

If you would like to discuss your privacy choices, including your ability to opt-out of providing certain information, please contact our Privacy Officer using the contact information provided below.

External links

The Websites contain links to other sites. We are not responsible for the privacy practices or the content of such websites. Other websites may post their own privacy policies to inform visitors of their current practices.

Contact Us

If you have any questions about this privacy statement, the practices of the Websites, or your dealings

with the Websites, please contact our Privacy Officer by email at privacyofficer@sigmaproducts.com or by mail at the following address:

Sigma Heating and Cooling Corporation. / Omega Heat Pump Inc.
c/o Privacy Officer
3325A Orlando Drive
Mississauga ON,
L4V 1C5 Canada