

Privacy Policy

THE STRONCO GROUP OF COMPANIES is committed to respecting the privacy and the confidentiality of personal information of the individuals whom information is collected.

The Stronco Group of Companies, referred to collectively as STRONCO, includes the following operating companies: Stronco Designs Inc., AV-Canada Inc. and Convention and Tradeshow Electrical Service Ltd. (Operating as Stronco Electrical Service).

We take your privacy seriously. We limit our collection of Customer Information to that which is necessary to perform the services that we will provide for your event and we will maintain this information in strict confidence.

The information that we will acquire in connection with providing show related services to you may include customer lists and updates, personally identifiable information (customer name, employee contact name, e-mail address, postal address, telephone number, fax number, cellular number) transactional data, and sales and tax information. For greater clarification, STRONCO's on-line ordering system does not utilize cookies and does not keep credit card information on its server.

STRONCO (including its operating companies or agents) will only make use of the information provided to us for the explicit use for which it was intended. We will not share this information with any other Person other than for the purpose that we disclose or have your written approval for. We will be sharing this information with our operating companies and/or agents as they specifically relate to your show needs. Exhibitor information will be provided by Show Management for purposes relating to your specific show. Other personal information will be gathered for the express purpose of providing ordered goods and services requested by Exhibitors and/or Show Management.

In order to fulfill our supplier duties, STRONCO, and its operating companies and/or agents, will make use of Show Manager and Exhibitor contact information in order to ensure the requirements of Show Managers and Exhibitors are being satisfied for a specific show. This contact information will be show specific and will not be grand-fathered from show to show. STRONCO may also use this information to ensure that contact information is accurate. At any time, the party from whom information is being collected will be able to opt out from our information collection process or our contact process. This opt out process must be made in the form of a written request to STRONCO requesting that the specific information being collected is not approved for the purpose indicated, or by selecting an opt out mechanism on contact forms requesting such personal information.

STRONCO is only responsible for the handling of the personal information that we collect. Any other third party (i.e. Show Management) providing personal information about another (i.e. Exhibitor) to STRONCO for the purpose of completing STRONCO's supplier duties is fully responsible for ensuring that they have met the obligations of the Personal Information & Protection & Electronic Documents Act (Canada) or under other applicable Privacy Law and that they are in compliance with the Act's requirements. STRONCO will require that Show Management confirm that they have taken all necessary steps to ensure that they have properly handled and disclosed the purpose, uses, intent and content of the personal information that they have collected from their Exhibitors.

The STRONCO web sites include only those web sites that are directly owned by STRONCO and do not include any other sites that are linked to our sites, or linked from our sites, by either partners or non-partners.

The STRONCO web sites do not track any personal information anonymously. Personal information that is collected at or through STRONCO web sites is voluntarily provided by the individual and the purpose and use of that information is disclosed to the individual prior to collecting the information. Personal information is collected voluntarily through either web forms or via email address links on the web site. The STRONCO Web server does collect Internet Protocol (IP) Addresses. These are for statistical reference only and are not associated to any specific individual visiting the site. The purpose of this collection is to monitor visitation traffic, band-width usage and frequency of visits.

Personal information that is collected at or through STRONCO web sites or via other electronic mediums will be collected for the specific purpose identified in the collection procedure. The extent of the content collected will be limited to that which is required to fulfill STRONCO'S supplier duties and responsibilities. We will be sharing this information with our operating companies and/or agents as they specifically relate to your show needs. We will not share the collected information with any other Person other than for the purpose that we disclose or have your written approval for.

Personal information you provide is retained by STRONCO for two years after the calendar year you provided it, or as is required by law. Transactions involving the collection of taxes are retained for seven years, as required by applicable federal and/or provincial law.

Clients and customers may request, in writing, what personal information STRONCO has collected specifically and how that information has been used or will be used. STRONCO will not release this information to any other party unless that release is required by law, or STRONCO has your specific written consent to release the information for the purpose specified. Your request regarding the collection, content, use, retention and management practices of your own personal information by STRONCO can be directed to the Privacy Manager at STRONCO via email at privacy@stronco.com or by calling the main office at (905) 270-6767.

Please forward any queries or concerns or complaints regarding STRONCO to privacy@stronco.com or call (905) 270-6767 and ask for the Privacy Manager. STRONCO will investigate all privacy complaints and appropriate measures will be taken to correct information handling practices and procedures.

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