

# PRIVACY STATEMENT

## GameStop/EB Games Commitment to Privacy:

At GameStop/EB Games we are committed to your right to privacy. We collect personal information from our customers in the regular course of doing business. This document answers some of your most frequently asked questions, and lets you know exactly how we're protecting the information you entrust to us.

## What personal information do we collect about you?

At GameStop/EB Games we collect personal information such as:

- Name
- Address, Postal Code & Municipality
- Telephone Number with Area Code
- Driver's License or any other applicable piece of identification in accordance with the federal and provincial statutes (excluding Social Insurance Numbers and Provincial Health Card)
- Customer financial information (including debit card and credit card numbers)
- From time to time we may solicit customer opinions, interests and/or hobbies

## When you visit our web site:

- Please refer to our website [www.gamestop.ca](http://www.gamestop.ca) for complete details

## How do we use your information?

The main reasons we collect personal information from you are:

- To complete a sales transaction with you
- To place pre-orders on your behalf
- Processing trades, Edge Card memberships
- To limit the possibility of fraud when we process your refunds and/or exchanges
- Rebates
- Contests, promotions or surveys

## We also use your personal information for other, secondary reasons, including:

- Customer service
- As part of extended service agreements
- To administer a loyalty program

## Legal Disclosure

We will only disclose your personal information if we are required by law to do so.

## How do we gain your consent?

When you provide us with personal information to complete a transaction, place a pre-order, or return a purchase, we assume you consent to our collecting it and using it for that specific reason only. Please note that our refund policy is prominently displayed in each store location at the point of sale terminal.

If we ask you for personal information for a secondary reason, like contests, we will either ask you directly for your consent or provide you with an opportunity to say no.

## What GameStop/EB Games doesn't do with your information?

- GameStop/EB Games does not share your information with any third party company

## How does GameStop/EB Games protect your information?

- We are fully SOX compliant with debit / credit card data
- We are PCI compliant in all areas
- We have numerous fire walls that protect us from intrusion
- Electronic data is stored behind secured encryption access
- Paper data is stored in a secure location

## When is my information removed?

- In accordance to GameStop/EB Games retention schedule and depending on the nature of the document within a timely manner
- Documents are securely shredded by a member of the upper management team

## How can I contact GameStop/EB Games?

GameStop/EB Games is responsible for all personal information within its control. Our senior management team is accountable for GameStop/EB Games compliance in respect to our privacy commitment to you, our customer.

You may contact a member of the senior management team by calling (905) 790-9262 or in writing to:

Privacy Compliance @ GameStop/EB Games  
8995 Airport Road  
Brampton, Ontario  
L6T 5T2



[WWW.GAMESTOP.CA](http://WWW.GAMESTOP.CA)

*This policy is subject to change pursuant to changes in federal, provincial and municipal legislation*

# RETURN POLICY

Returns and exchanges are subject to the following guidelines:

- A receipt is required, and valid ID may be required for all returns and exchanges.
- Unopened new and used merchandise may be returned or exchanged within 30 days of purchase.
- Opened new or used merchandise may be exchanged for the identical item within 30 days of purchase and cannot be returned for a refund.
- We reserve the right to refuse any return and to require that certain items be returned directly to the manufacturer.

Refunds are issued in the original payment type. Cash purchases over \$150 may be refunded to an ATM (debit) card. Customers with a gift receipt will only receive an exchange or a gift card of equal value. We accept valid, signed Visa, MasterCard and American Express credit cards. We also accept EB Gift Cards and ATM (debit) cards as authorized. A valid ID may be required to verify identity of card holder for any credit card purchases. Personal or business cheques are not accepted.

# TRADE-IN POLICY

To comply with local laws and regulations, trade-ins are subject to the following guidelines:

- Store credit is given for trades, no cash.
- A valid ID is required for any trade transaction.
- Customers under 18 years old must be accompanied by an adult to trade merchandise.
- When required by law, we make our customer information available to law enforcement agencies.
- We reserve the right to refuse any trades.
- For Winnipeg, trade-ins must be towards a partial payment for a similar item on the same transaction and no cash or store credit will be given.

If the local laws and regulations differ from the trade-in policy stated above, then the local laws and regulations come into effect. For Winnipeg, trade-ins must be towards a partial payment for a similar item on the same transaction and no cash or store credit will be given.

# GIFTCARD POLICY

Gift cards are available in any amount, and can be paid for with cash, ATM (debit) or credit card. Unless required by law, lost or stolen gift cards will not be replaced. Gift cards from Canada may only be redeemed in Canada. Gift cards from the U.S. may only be redeemed in the U.S.

We want to hear from you! Tell us how we did at:  
(800) 883-8895

**GameStop**  **EB GAMES**™  
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