

Privacy Policy

Your Privacy is Important to Us

For us to maintain our level of customer support, we require certain information about our customers. Matex Drilling Fluids has taken measures to ensure the privacy and confidentiality of information that we collect is in accordance with the applicable provincial and federal privacy legislation.

Matex controls the collection, use and disclosure of personal information provided by you.

Personal Information We Collect

Personal information includes your contact information, name, business e-mail address, etc. and may also include data about the types of products in which you have an interest. This information is used for the following purposes:

- To establish and maintain responsible commercial relations with you and to be able to provide you with ongoing customer service.
- To better understand your current and future needs.
- To respond to your requests about our products, services or solutions.

Consent to use personal information may be obtained in various ways. We may obtain your express consent, or we may determine that consent has been implied by the circumstances. Should you log in to our website and fill in the required form or reply to an e-mail, we would determine that consent has been given by you to use that information to serve your needs. Likewise, should you verbally provide personal information to a Matex employee, we would assume that consent to use this information is implied. In any case, we would safeguard this information against unauthorized use.

Since it is our culture and philosophy to respect our relationship with you, consent may be withdrawn by you at any time either verbally to a Matex employee, or by written or e-mail notification to us.

Sharing Personal Information with Others

We do not sell customer lists or personal information to others. In providing you with our products, solutions and services, we may need to disclose the personal information we collect to our distributors. This is for the sole purpose of providing you with the right solution for your needs and serving you better.

We may also use this information to assess your needs and to offer the products and services that may best meet those needs. In these cases, should you not wish to hear from us in this manner, we will do our best to provide a simple method for you to have your name and information removed upon request.

How we Safeguard Personal Information

At Matex, we have physical, electronic, and procedural safeguards to protect our systems and personal information under our control against unauthorized access and use.

If we provide our distributors with any personal information, we will advise them that they are required to maintain customer confidentiality and may not use the information for any unauthorized purpose.

Employees are governed by standards and policies to ensure that personal information is secure and treated with care and respect.

Information Related to Website Use

Our primary goal in collecting personal information is to provide you with our product information and suggested product usage.

Personal identifiable information means any information collected online that could serve to identify you, such as, first and last name, business e-mail address, telephone number and any combination of personal information that could be used to determine identity.

Users who would rather not provide any of the information requested by our consultation request will still be able to view the public access portions of our sites without completing the form.

Your Internet browser has a feature called "cookies". We do not use cookies.

Should you have any questions or concerns regarding the Matex Privacy Policy, please email us.