

Compuscope Systems Ltd. Privacy Policy

Effective Date

This policy takes effect on November 1, 2008.

Policy Objectives

Compuscope Systems Ltd. collects personal information about individuals as defined by section 3 of the *Privacy Act*. Compuscope Systems Ltd. is committed to respecting the privacy rights of all individuals whose personal information has been collected by Compuscope Systems Ltd.

The Compuscope Systems Ltd. Corporate Privacy Policy (the Policy) is an expression of Compuscope Systems Ltd.'s commitment to adhere not only to the legislative requirements of the *Privacy Act* concerning the handling of personal information, but to the spirit of the *Act* as well. Its objective is to balance Compuscope Systems Ltd.'s need to collect, retain, use, disclose and dispose of personal information about individuals with the right to privacy of those individuals, and to ensure that all individuals are aware of the circumstances under which their personal information will be collected, retained, used, disclosed, and disposed of by Compuscope Systems Ltd.

Application

This Policy applies to the activities of Compuscope Systems Ltd. in managing personal information that it collects during the course of its regular business activities. The Policy is intended to be consistent with the legislative requirements of the *Privacy Act*.

This Policy does not apply to the personal information of Compuscope Systems Ltd. employees.

Policy Statement

The Compuscope Systems Ltd. is committed to protecting the privacy, confidentiality and security of the personal information that it holds by adhering to the requirements of the *Privacy Act* with respect to the management of personal information. The Compuscope Systems Ltd. is equally committed to ensuring that all employees and agents of Compuscope Systems Ltd. uphold these obligations.

Violation of this Policy through intent or neglect may result in disciplinary action up to and including termination of employment or association with Compuscope Systems Ltd. Where appropriate, legal sanctions may also be pursued.

Policy Requirements

The Compuscope Systems Ltd. is responsible for the personal information that it collects and which it subsequently retains, uses, discloses, and destroys. The Compuscope Systems Ltd. has and will continue to develop and implement policies and practices to ensure that personal information is handled in strict accordance with the *Privacy Act*. Compuscope Systems Ltd.'s Chief Privacy Officer is designated as responsible for overseeing the implementation of those policies and practices to ensure compliance, including:

- providing the same and simultaneous training for all Compuscope Systems Ltd. staff (including temporary staff and contractors) as outlined in the Employee Privacy Policy concerning the *Privacy Act*, this Policy and Compuscope Systems Ltd.'s practices and expectations with respect to the handling of personal information;
- ensuring open, full and timely communication to employees and individuals about Compuscope Systems Ltd.'s policies, practices and expectations with respect to the handling of personal information;
- the establishment of standards for classifying the sensitivity of personal information, to determine the appropriate level of security required for the information;
- ensuring that personal information is safeguarded from improper access, loss, use, disclosure or destruction through;
 - the implementation of systems to ensure that only Compuscope Systems Ltd. employees (including temporary staff) whose Compuscope Systems Ltd. responsibilities require access to personal information, are granted access to that information;
 - the inclusion of specific confidentiality provisions in contracts or other arrangements with third parties, which require adherence to the *Privacy Act* as well as to this Policy and internal procedures;
- ensuring procedures are in place under which individuals may request access to their personal information, request correction of their personal information, and file complaints concerning the management of their personal information;
- ensuring procedures are in place under which individuals are notified of an improper collection, retention, use, disclosure or destruction of their personal information; and
- monitoring the degree of compliance with this Policy annually and, where required, initiating action to correct any deficiencies.

Collection of Personal Information

While Compuscope Systems Ltd. seeks to minimize any collection of personal information, some may be collected while conducting its normal operations. The Compuscope Systems Ltd. may also collect personal information for administrative reasons, e.g. to provide individuals with requested information, or other functions.

Compuscope Systems Ltd. commits to collecting only personal information which is directly related to an operating program or activity of Compuscope Systems Ltd. Wherever possible, such information will be collected directly from the individual about whom it pertains. The

amount and the type of the information collected will be limited to that necessary to fulfil identified purpose(s).

Compuscope Systems Ltd. inadvertently collects personal information from corporate files and records, from other third parties etc.

If it is ever necessary to collect personal information from individuals, Compuscope Systems Ltd. staff will be required to be able to explain to individuals the purpose(s) for which the information is being collected or—if unable to do so—will be required to refer the individual to a designated person within Compuscope Systems Ltd. who is able to explain the purpose(s).

Consent

Wherever possible, Compuscope Systems Ltd. is committed to seeking the consent of individuals prior to the collection of their personal information. The form of consent may vary depending on the circumstances and the type of information being sought. Consent can be express or implied and can be provided directly by the individual or by an authorized representative. Express consent of individuals is preferable and will be sought whenever possible. Express consent can be given orally, electronically or in writing. Implied consent may be reasonably inferred from an individual's action or inaction (i.e. providing a name and address in order to receive information, providing a name and telephone number in order to obtain a response to a question). When determining the appropriate form of consent, Compuscope Systems Ltd. will take into account the sensitivity of the personal information at issue, the purposes for which it is collected, and the reasonable expectations of the individual.

In the context of information obtained in analyzing client data, obtaining consent from an individual for the collection, use, or disclosure of personal information may not be possible, appropriate or required.

Accuracy / Correction of Personal Information

Compuscope Systems Ltd. will not require that individuals utilize the *Privacy Act* in order to correct their personal information if there is no need to do so (e.g. to update the individual's address on a mailing list).

Compuscope Systems Ltd. staff will be required to direct individuals who wish to formally correct their personal information to Compuscope Systems Ltd.'s Privacy officer.

Compuscope Systems Ltd. will make every reasonable effort to ensure that personal information used in a decision-making process which directly affects the individual to whom the information relates is as accurate, up-to-date and complete as possible. Compuscope Systems Ltd. will also make every reasonable effort to ensure that personal information disclosed to third parties is as accurate, up-to-date and complete as possible.

Compuscope Systems Ltd. will update personal information as necessary in order to fulfil the identified purposes either directly by contacting the individual to whom the information relates,

or indirectly from other sources if Compuscope Systems Ltd. has the authority to collect such information from a third party.

In most cases, Compuscope Systems Ltd. will rely on the individual to ensure that factual personal information is accurate, up-to-date and complete. If an individual is able to demonstrate that his/her personal information is inaccurate or incomplete, Compuscope Systems Ltd. will amend the information as required. If appropriate, Compuscope Systems Ltd. will send the amended information to third parties to whom the information has been disclosed.

Correction of opinion will normally be made if the individual was the source of the opinion and the opinion does **not** concern any other individual. Corrections will not normally be made to opinions given by other individuals about the individual unless there are reasons to suspect the reliability of the source of the opinion, or if the source of the opinion agrees that the opinion was based on incorrect information.

When a challenge regarding the accuracy of personal information is not resolved to an individual's satisfaction, Compuscope Systems Ltd. will annotate the personal information at issue with a note advising that a correction was requested but that it was not made. An individual has the right to have a document outlining his/her version on the matter included on the appropriate file. Where appropriate Compuscope Systems Ltd. will provide a copy of that document to any person or body who was provided with the information at issue in order that the other person or body is aware of the individual's version of the matter.

Retention / Destruction of Personal Information

Compuscope Systems Ltd. is responsible for ensuring that all personal information is managed within an established life cycle.

Compuscope Systems Ltd. will retain personal information in accordance with the maximum retention periods set out under the *Library and Archives of Canada Act*. Retention periods for specific types of personal information are set out in the TBS publication entitled *Info Source—Sources of Federal Government Information* (available at <http://www.infosource.gc.ca>).

Compuscope Systems Ltd. will ensure that proper care is taken in the retention, disposal/destruction of personal information in order to prevent its premature disposal and to ensure its timely disposal. The retention, disposition and destruction of personal information will be made in strict accordance with the Operational Security Standards on Physical Security of the Government Security Policy.

Compuscope Systems Ltd. will develop guidelines and implement procedures with respect to the retention and destruction of personal information.

Use / Disclosure of Personal Information

Compuscope Systems Ltd. will not use personal information without the consent of the individual about whom the information pertains, unless to do so is for the purpose for which the

information was originally collected or compiled, is consistent with that purpose, or is for a purpose for which the information may be disclosed to Compuscope Systems Ltd. under section 8(2) of the *Privacy Act*. Compuscope Systems Ltd. is committed to seeking the consent of individuals whenever possible. Compuscope Systems Ltd.—when using personal information for a new purpose—will document the new purpose.

Compuscope Systems Ltd. will not disclose personal information outside of Compuscope Systems Ltd. without the consent of the individual about whom the information pertains, or unless to do so is permitted by section 8(2) of the *Privacy Act*. In the case of a permitted disclosure, Compuscope Systems Ltd. will endeavor to disclose only the specific information that is required under the circumstances and, wherever possible, will inform the individual about the disclosure.

Access to personal information within Compuscope Systems Ltd. will be restricted to those within Compuscope Systems Ltd. who need the information in order to carry out their specific job duties (e.g. answer inquiries, etc.). Those employees will maintain the information in the strictest of confidence and will not provide access to the information to any unauthorized persons. The level of access to personal information will be determined by Compuscope Systems Ltd. on a need-to-know basis which will be included in relevant Compuscope Systems Ltd. policies and guidelines.

Compuscope Systems Ltd. staff will be cautioned to avoid engaging in discussions involving personal information in any area of Compuscope Systems Ltd. premises, or in any public or private area outside of Compuscope Systems Ltd. (e.g. hallways, elevators, restaurants, washrooms, homes) where remarks could be overheard and which could result in the disclosure of personal information. Doing so without a legitimate reason directly related to a current job responsibility will be considered a violation of this Policy and could constitute a violation of the *Privacy Act*.

All individuals hired under contract or other means, by Compuscope Systems Ltd., to conduct business for or on behalf of Compuscope Systems Ltd., will be required to adhere to the provisions of the *Privacy Act* with respect to the proper handling and protection of personal information as well as to this Policy and internal procedures. Violations of any part of the contractual agreement may result in termination of the contract.

Safeguarding Personal Information

Compuscope Systems Ltd. will protect personal information from loss or theft, unauthorized access, use or disclosure, modification or destruction through appropriate administrative, technical and physical security measures and safeguards, regardless of the format in which the information is held.

The level of safeguards used to protect personal information will vary depending on the sensitivity of the personal information; the amount, distribution and format of the information; and the method of storage. Compuscope Systems Ltd. will follow the requirements of the Government Security Policy and any other security direction and/or guidance provided by the Treasury Board Secretariat, the Royal Canadian Mounted Police and the Communications

Security Establishment Canada on physical and information technology security. At a minimum, methods of protection will include:

- controlled entry to Compuscope Systems Ltd. premises, staff training on privacy and the protection of personal information, and limiting access to information on a “need-to-know” basis;
- screening and security checks of employees and prospective employees commensurate with the sensitivity of the information those employees will be handling, before they handle such information;
- technical measures such as passwords, audit trails, encryption, firewalls and other technical security safeguards;
- physical measures such as locked filing cabinets, restricted access to offices and other areas where personal information is stored.

Compuscope Systems Ltd. will ensure that contractual or other means are used to provide a comparable level of protection while personal information is being processed by a third party.

Access to Personal Information

Compuscope Systems Ltd. will not require that individuals utilize the *Privacy Act* to obtain access to their personal information if there is no need to do so. Individuals nevertheless have the right to formally request access to their personal information under the *Privacy Act*. Under the *Access to Information Act*, individuals also have the right to formally request access to information in Compuscope Systems Ltd. files which may contain their personal information.

Compuscope Systems Ltd. staff will be required to direct individuals who wish formal access to their personal information to Compuscope Systems Ltd.’s Privacy Officer. When in doubt as to whether a formal request is required, Compuscope Systems Ltd. employees must consult with the Privacy Officer or refer the individual to the Privacy Officer.

Upon receipt of a formal request under the *Privacy Act* or the *Access to Information Act*, Compuscope Systems Ltd.’s Privacy Officer will respond.

In cases of access that can be given outside of the *Privacy Act* and the *Access to Information Act*, Compuscope Systems Ltd. will afford individuals a reasonable opportunity to review their personal information, will do so within a reasonable time frame and, if copies are requested, will provide them whenever possible. Explanations for abbreviations and codes will be provided.

Personal information may be unavailable because it has been destroyed, erased or made anonymous in accordance with information retention obligations. To the extent possible, Compuscope Systems Ltd. will inform the individual of the reasons why the personal information no longer exists.

Complaints / Concerns

Questions or concerns may be brought to the attention of any Compuscope Systems Ltd. employee who is in a position to address the matter. If unable to do so, or where particular circumstances exist, the employee must refer the matter to the Privacy Officer. Where an individual is not satisfied with the results of the actions which may have been taken by Compuscope Systems Ltd. to rectify the matter, or with the explanations given, the individual will be informed of his/her right to file a *Privacy Act* complaint to the Privacy Commissioner, ad hoc and will be provided direction as to how to do so.

Roles and Responsibilities

Employees – it is incumbent upon **all** employees of Compuscope Systems Ltd. to inform themselves of their obligations under this Policy and the *Privacy Act*. Employees must report any and all contraventions of the Policy or the *Act* to the Privacy Officer.

Managers and Supervisors – along with the responsibilities noted above, managers and supervisors are required to issue instructions to their staff (as necessary) in order to ensure the adherence to this Policy and the *Act*. They are also required to examine and/or make inquiries into any issues brought to their attention concerning this Policy and the *Act*. Where and as appropriate, managers and supervisors must notify, work in concert with, or refer certain matters to the Director of HR and the Departmental Security Officer.

Compuscope Systems Ltd. Privacy Officer – Compuscope Systems Ltd. Privacy Officer (PO) will provide advice and guidance to Senior Management, managers, supervisors and employees of Compuscope Systems Ltd. with respect to the treatment of personal information within Compuscope Systems Ltd. The PO will also act as the primary point of contact for individuals seeking information about Compuscope Systems Ltd.'s handling of their personal information or who have concerns about Compuscope Systems Ltd.'s handling of their personal information.

Monitoring & Evaluation

Measuring compliance with this policy will form part of Compuscope Systems Ltd. internal audit program, which will conduct periodic audits within all programs and services of Compuscope Systems Ltd.

Related Government of Canada References

This Policy is designed to comply with the *Privacy Act* and the principles of natural justice, and to express Compuscope Systems Ltd.'s commitment to comply with the *Privacy Act*.

Related Government of Canada References

The following laws, policies and guidelines should be read in conjunction with this Policy:

- *Privacy Act and Privacy Regulations*
- *Access to Information Act and Regulations*
- *Library and Archives of Canada Act*
- Treasury Board of Canada Policy on Privacy Protection
- Treasury Board of Canada Guidelines on Privacy and Data Protection
- Treasury Board of Canada *Policy on the Use of Electronic Networks*
- Government of Canada Security Policy

Inquiries

Any inquiries regarding this Policy or for further information or concerns about how Compuscope Systems Ltd. manages the personal information that it collects, should be directed to:

Allan Connery is Compuscope Systems Ltd.'s Privacy Officer. He can be reached at allan@compuscope.ca or (905) 569-7700 x 222.