

## **POLICY TO PROTECT PERSONAL INFORMATION**

### **Personal Insurance Protection & Electronic Documents Act (PIPEDA)**

#### **Our Privacy Policy and Commitment to Protecting Your Privacy**

We value your patronage and we thank you for your confidence in choosing our brokerage for your insurance needs. As our customer, you trust us with your personal information. We respect that trust and want you to be aware of our commitment to protect the information you share in the course of doing business with us.

#### **How We Collect, Use and Disclose Your Information**

When you purchase insurance through us you share personal information so that we may provide you with advice and services that best meet your needs. We assume your consent for us to use this information in an appropriate manner. Our staff will only use and disclose this information in order to:

- Assess your application for insurance including underwriting and pricing your policies
1. Communicate with you
  2. Evaluate Claims
  3. Detect and prevent fraud
  4. Analyze business results
- Act as required or authorized by law

#### **What We Will NOT Do With Your Information**

We **do not** sell customer information to anyone. Nor do we share customer information with organizations outside of our own staff that would use it to contact you about their own products or services.

#### **We Strive to Protect Your Personal Information**

All our staff who are granted access to customer records understand the need to keep this information protected and confidential. They know they are to use the information only for the purposes intended. This expectation is clearly communicated.

We have also established physical and systems safeguards, along with the proper processes, to protect customer information from unauthorized access or use.

#### **Your Privacy Choices**

You may also withdraw your implied consent at any time (subject to legal or contractual obligation and on providing us reasonable notice) by contacting our Privacy Officer. Please be aware that withdrawing your consent may prevent us from providing you with the requested product or service.

#### **If You Need More Information**

For more information about privacy policies and procedures, please contact the office of the Privacy Commissions of Canada: at 1-800-282-1376 or their website at [www.privcom.gc.ca](http://www.privcom.gc.ca)

#### **Disclaimer**

No coverage can be changed or bound by sending an email or via our voicemail. You must talk with one of our licenced brokers for placement of any insurance coverage.