

## About your privacy

At Suncorp Valuations your privacy is especially important to us. As part of our Customer brand promise of On Time, Credible and Professional, we take the protection of your privacy and the safeguarding of your personal information very seriously.

### What is “personal information”

The [Personal Information Protection and Electronic Documents Act](#) (PIPEDA) defines personal information as information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization.

Personal information is defined as any identifying information about an individual or group of individuals, including name, date of birth, address, phone number, e-mail address, social insurance, nationality, gender, health history, financial data, credit card number(s), bank account number(s), assets, debts, liabilities, payment records, credit records, loan records, opinions, and personal views.

### Why we collect, use and disclose personal information

Suncorp Valuations collects personal information from clients and uses and discloses such personal information only to provide the requested professional services to those clients.

The Terms and Conditions of every professional services engagement are documented in each proposal. These Terms and Conditions include an explanation about how Suncorp Valuations may use and disclose your personal information. By signing the proposal, you will be providing your consent to the collection, use and disclosure described in the Terms and Conditions.

### What information we collect

The staff involved in a particular engagement will collect and access only the information required to complete that engagement in accordance with professional standards or a special project or to deal with matters such as invoicing and general correspondence.

Such personal information could include:

- Home addresses
- Home telephone numbers
- Personal identification numbers
- Financial information
- Personal information
- Information linked to the type of client.

### Consent to use personal information

Suncorp Valuations obtains client consent before collecting personal information from that client.

Clients have the option not to provide their consent to the collection, use and distribution of their personal information, or to withdraw consent at a later stage. Where a client chooses not to provide us with permission to collect, use or disclose personal information, we may not have sufficient information to provide them with our services.

### Sharing personal information with others

Suncorp Valuations uses or discloses personal information only for purposes for which it has consent, or as required by law. Suncorp Valuations retains personal information only as long as necessary to fulfill those purposes.

The personal information collected from a client during a professional service engagement may be:

- Shared with Suncorp Valuations personnel participating in the engagement.
- Disclosed to employees and/or authorized subcontractors within Suncorp Valuations to the extent required to assess compliance with applicable professional standards, rules of professional conduct, and Suncorp Valuations's policies, and to conduct quality control reviews of the work performed;

The personal information collected from a client during the course of a professional service engagement may be disclosed without consent only for the following reasons:

- To comply with a subpoena, a warrant or an order made by a court or other body with appropriate jurisdiction or to comply with rules of conduct required by regulatory bodies.
- To a government institution that has requested the information, identified its lawful authority, and indicates that disclosure is for the purpose of enforcing, carrying out an investigation, or gathering intelligence relating to any federal, provincial or state, or foreign law; or suspects that the information relates to national security or the conduct of international affairs; or is for the purpose of administering any federal or provincial/state law.
- To an investigative body or government institution on our initiative when we believe the information concerns a breach of an agreement, or a contravention of a federal, provincial/state or foreign law, or we suspect the information relates to national security or the conduct of international affairs.
- We also use it to enable us to provide clients through various channels with information that we believe are of interest to you. This includes such matters as:
  - New services we provide,
  - Other professional or business developments.

### Keeping information accurate

Suncorp Valuations endeavors to keep accurate, complete, and up-to-date, personal information in its possession or control, to the extent required to meet the purposes for which it is intended.

Individual clients are encouraged to contact Suncorp Valuations to update their personal information whenever changes are required.

### How we safeguard personal information

Suncorp Valuations protects the privacy of personal information in its possession or control by using security safeguards appropriate to the sensitivity of the information.

Physical security (e.g., restricted access, locked rooms and filing cabinets) is maintained over personal information stored in hard copy form. Employees are authorized to access personal information based on client assignment and quality control responsibilities.

Authentication is used to prevent unauthorized access to personal information stored electronically on our secure servers, which are maintained and located in a restricted access location.

For files and other materials containing personal information entrusted to a third party service provider (e.g., a provider of paper based or electronic file storage), Suncorp Valuations obtains appropriate assurance that the level of protection of personal information by the third party is equivalent to that of Suncorp Valuations.

## Online Privacy

Personal information attached to clients' email accounts will be retained on our secure servers for archiving and future requirements.

We collect your IP address on our website for the purpose of system administration, including diagnosis of problems with Suncorp Valuations's servers and administration of Suncorp Valuations's website.

Our website does use cookies. A "cookie" is information that our website places on your hard drive so that it can remember information about you the next time you visit our website (so that we can provide you with personalized services), measure traffic patterns (so that we can learn which browsers are commonly used), and estimate audience size (so that we can know which visitors have seen particular parts of the website). You can still navigate through our website without the use of cookies, but your access and the functionality of the website may be reduced

## Contact Information

Please contact our Privacy Officer to obtain further information about our policies and procedures or if you have any unresolved inquiries or concerns. We will respond to you promptly and do our utmost to resolve your concerns.

Our Privacy Officer can be contacted as follows:

Mail: Suncorp Valuations  
Attention: Privacy Officer  
301-261 1<sup>st</sup> Avenue North  
Saskatoon, SK S7K 1X2

Email: [privacy.officer@suncorpvaluations.com](mailto:privacy.officer@suncorpvaluations.com)