

Your privacy is our priority

Credit unions have a long history of respecting the privacy of their members and customers. As doing business with a credit union involves providing personal information, we have procedures in place to protect your privacy and your right to control the collection, use and disclosure of your personal information.

The Credit Union Code for the Protection of Personal Information, adopted by your Board of Directors, ensures that we follow policies and procedures related to privacy and have an appointed Privacy Officer.

Why do we collect your personal information?

Personal information is information that can be used to identify an individual. We collect, use and store personal information about members and customers to help us meet and maintain the highest standards of financial service.

We collect this information from you directly, with your consent, and according to the terms of the product and service arrangements you have made with or through us. Information is also obtained with your consent from credit bureaus, other financial institutions and from the references you provide to us.

Your personal information is collected for one or more of the following purposes:

- To verify your identity;
- To understand your needs and eligibility for products and services;
- To open, maintain and administer your accounts and provide financial services that meet your needs;
- To obtain credit reports, evaluate your credit rating and credit worthiness, and check references;
- To administer and manage security and risk in relation to your accounts and the financial services provided to you;
- To comply with legal and regulatory requirements;
- To assist in dispute resolution;
- To offer and provide you with other products and services of the credit union and of our affiliates and service suppliers.

What personal information do we collect?

The information we collect from you may include, but is not limited to, your name, address, email address, telephone number, date of birth, gender, income, marital status, employment history, financial records, Social Insurance Number (SIN) or other government issued identification numbers, use of accounts, and credit history.

The law requires us to ask for your SIN when you open an interest bearing account. We also ask for your SIN to identify you with credit bureaus and other financial institutions for credit matching purposes. Provision of your SIN for credit matching purposes is optional, and refusing to provide us with your SIN will not, in and of itself, disqualify you for service.

Who do we share your personal information with?

We share your personal information either with your consent or where we are required to or permitted to do so by law. We never sell, rent or lease your personal information to third parties.

When you become a member or open an account with us, you agree to the terms of our Financial Services Agreement and an account agreement. Both require your consent to allow us to share information with our suppliers and affiliates.

We use trusted and reputable suppliers to provide cheque and statement printing, data processing, member and customer research and surveys, and payment clearing services. We provide suppliers with only the information necessary to perform the required services. To ensure confidentiality, any personal information that can identify you is removed from market research and survey reports provided to the credit union.

Our suppliers are selected carefully and we ensure by contractual means that they implement security standards for information handling that are equal to our own. We require that they and their employees protect your information in a manner that is consistent with our Privacy Code. In the event our suppliers are located outside Canada, they are subject to the laws of the foreign jurisdiction and may be required to disclose personal information in accordance with those laws.

Your information is sometimes shared with our affiliates to ensure that we can offer you a full range of financial products and services. Our affiliates and their employees are also required to protect your information in a manner that is consistent with our Privacy Code.

These affiliates include, but are not limited to: Credential Financial Inc., Concentra Financial, The Co-operators, The CUMIS Group Limited, CUPS Payment Services, Celero® Solutions, CUETS® Financial and SaskCentral. Any product or service offering resulting from this information sharing comes directly from us and not from our affiliates.

Your right to access and verify personal information

You have the right to access, verify and update your personal information held by your credit union at any time. For more information on accessing and verifying your personal information contact your credit union.

The 10 Principles of the Credit Union Code for the Protection of Personal Information:

- 1. Accountability** We have designated a Privacy Officer who is accountable for our compliance with the principles of the Code.
- 2. Identifying Purposes** When we ask you for personal information, we will identify the purposes for which it will be used or disclosed.
- 3. Consent** We require your knowledge and express or implied consent for the collection, use or disclosure of personal information, except in specific circumstances as described in the Code.
- 4. Limiting Collection** The collection of personal information is limited to the purposes we have identified for you.
- 5. Limiting Use, Disclosure, and Retention** We will use or disclose your personal information only with your express or implied consent, or as required by law. We will retain your information for only as long as is necessary to fulfill identified purposes.
- 6. Accuracy** We will keep your information accurate, complete and up-to-date as is necessary for the purposes for which it is to be used.
- 7. Safeguards** We will protect your personal information with appropriate security safeguards.
- 8. Openness** We will make specific, understandable information readily available to you about our personal information policies and practices.
- 9. Individual Access** Upon request, we will give you access to your personal information, how we use it and who we disclose it to. You are entitled to question its accuracy, its completeness and its uses.
- 10. Challenging Compliance** You are entitled to question the Privacy Officer about our compliance with any of these principles.

Your Consent

We collect, use and disclose your information only with your consent, unless we are obliged to do so by law or it is required for us to provide our financial services to you. Depending upon the sensitivity of the personal information, you can provide us with your consent in writing, electronically or verbally. We will obtain your consent in writing when you become a credit union member or customer, or when you apply for a new credit union service.

We may possess personal information about you that we collected prior to implementing our Privacy Code and for which we do not have your express consent to use. We will continue to use that information for the purposes listed in this brochure, unless you ask us to stop. This is considered implied consent.

You may change, limit or withdraw your consent at any time by contacting your credit union. The withdrawal of consent that follows allows you to limit the use and disclosure of your personal information should you choose to do so.

Withdrawal of your consent to use your personal information is subject to legal or contractual obligations. For example, your credit union is required by law to provide a record of your interest earning information to the Canada Revenue Agency. And if you have been granted a credit product, your credit union is required to collect and exchange your personal information on an ongoing basis with credit bureaus, credit insurers, and other lenders.

If you do not withdraw your consent, we will assume that we have your consent for the continued use of your personal information for the purposes described within this brochure, including disclosure to affiliated organizations.

Questions? Ask our Privacy Officer

The Privacy Officer is responsible for monitoring information collection and data security, and ensures credit union employees receive appropriate training on privacy issues and their responsibilities under our Privacy Code. The Privacy Officer also handles all privacy inquiries and personal information access requests under the Code.

Ultimate responsibility for our compliance with the Code rests with the credit union Board of Directors.

Withdrawal of Consent

I wish to withdraw consent to use my personal information for the following purposes (please check all that apply):

- To provide me with information, through communication channels including direct mail, email or telephone, about credit union products and services that the credit union believes may be of interest to me. I understand I may not receive information regarding benefits, products or services which may be of value to me. I understand that the credit union may continue to provide me with general information on products and services with my account statements and in its newsletters.
- To provide me with information, through communication channels including direct mail, email or telephone, about the products and services of affiliates and service suppliers that the credit union believes may be of interest to me. I understand I may not receive information on the products or services of the credit union's affiliates or service suppliers which may be of value to me.
- To use my Social Insurance Number for credit matching purposes. This will not affect the provision of any credit union services to me.

I understand I can change my mind regarding these choices at any time.

Name: (please print) _____

Signature: _____

Address: _____

Date: _____

Telephone Number: _____

Credit Union: _____

Member/Customer Number(s): _____

Please return this form to your nearest branch or mail to the address listed below.

For information, questions or concerns on credit union privacy issues, write to:

SASKATCHEWAN CREDIT UNIONS

What you need to know about

Protecting Your Privacy

