

Privacy Policy

Our ongoing commitment to protect the privacy and confidentiality of personal information of our personal clients, including sole proprietors and individuals carrying on business in a partnership, is addressed here in our Privacy Code. We want you to know, in plain terms, why we ask for your personal information, how we keep your personal information confidential, and how you can inquire about the personal information we hold about you.

This Code applies to Intact IT Inc. Reference throughout this Code to "Intact IT Inc.", "we", "our" and us includes all of the previously mentioned subsidiaries.

Our Employees Responsibilities

Each and every one of our employees is responsible for maintaining the confidentiality of all personal information to which they have access. As a condition of employment, our employees are required to sign a confidentiality agreement binding them to this responsibility which remains with them even if they leave or retire from Intact IT Inc. We keep our employees informed about our policies and procedures for protecting personal information and reinforce the importance of complying with them. All employees are also required, as a condition of employment, to conform to these policies and procedures.

If you are unsatisfied with any of our services, please call our toll free **1.888.824.7778** or, send us an email at info@intact-it.com and we'll respond to your inquiry as soon as possible. If we cannot solve the problem or concern we will refund you.

Personal Information

- What Is Personal Information
- Why We Ask You For Your Personal Information
- Accessing Your Personal Information
- Keeping Your Personal Information Accurate
- Releasing Your Personal Information
- Safeguarding and Keeping Your Personal Information Confidential
- Retention of Your Personal Information

Direct Marketing

Occasionally in order to offer you products and services that may be of interest to you we will communicate with you by mail, telephone or electronic means. Direct marketing does not include information: on or enclosed with your written or electronic statements, posted at or on-screen in automated banking machines or electronic bulletin boards, or conveyed to you in person by us.

In Summary

We take our responsibility to protect the confidentiality of your personal information very seriously.

For more information about our commitment to protect the privacy and confidentiality of your personal information, please call our toll free number at **1.888.824.7778** Or, send us an email and we'll respond to your inquiry as soon as possible.

Personal Information:

What Is Personal Information?

Personal information is information that identifies you as an individual. It includes not only your name and address, age and gender but also your personal financial records, identification numbers including your social insurance number, personal references, and employment records.

Why We Ask You For Your Personal Information?

We want to work with you to help you achieve your goals, to provide you with value-added service on an ongoing basis, and to establish a lasting relationship with you that will grow and change to meet your needs as they grow and change. The better we know you, the better we are able to serve you. We therefore ask you for your personal information for the following purposes:

- to understand your needs,
- to determine the suitability of our products and services for you,
- to determine your eligibility for our products and services,
- to provide you with information and offers on our products and services, or those of others, that we believe may be of interest to you, and

In general, you can choose not to provide us with some or all of your personal information at any time. However, you must understand that if you make this choice we may not be able to provide you with the product, service, or information, that you requested or that was or could be offered to you.

We will make sure you are aware of the purposes listed above when you apply for any of our products or services. Self-evident purposes should be clear but if you have any questions, just ask us. If a new purpose for using your personal information develops, we will ask for your consent first.

Accessing Your Personal Information

If you want to review or verify your personal information, or find out to whom we have disclosed it as permitted by this Policy, you can contact us.

There are a few instances where we will not be able to provide the personal information we hold about you that you request. Some of these instances include, if:

- it contains references to other persons,
- it's subject to solicitor-client or litigation privilege,
- it contains our own proprietary information that is confidential to us,
- it has already been destroyed due to legal requirements or because we no longer needed it for the purposes set out in this Policy,
- it's too costly, in our determination, to retrieve,
- it cannot be disclosed for legal reasons.

If we are unable to provide you with access to your personal information, we will always explain the reason why.

Keeping Your Personal Information Accurate

We are committed to maintaining the accuracy of your personal information for as long as it is being used for the purposes set out in this Policy, and you play an active role in keeping us up-to-date. Prompt notification of any changes, for example to your address or telephone number, will

help us provide you with the best possible service. Should you discover, upon review of your personal information, that amendments are required, please advise us. We will use our best efforts to advise others of any important amendments to your personal information which we may have released to them.

If we do not agree to make the amendments that you request, you may challenge our decision. We will make a record of this challenge and, if necessary, disclose the challenge to third parties who also possess the personal information.

Releasing Your Personal Information

We also have a strict policy of not releasing personal information about our clients, subject to the important exceptions discussed below.

The most common reason for release of your personal information is that you have given your consent. For example, when you apply for a loan, or other credit service, you give your consent to the exchange of information about you with credit bureau, credit insurers and other lenders.

Other reasons may include if we have a legal obligation, such as a court order, or the public's interest. For example, we may release personal information about a client to legal authorities in cases of money laundering or other criminal activity, or for the detection and prevention of fraud. If we release information for any of these reasons, we keep a record of what, when, why and to whom such information was released.

Under no circumstances do we sell or give lists of our clients to others for their use. If we obtain client lists from other organizations, we will ensure that the organization has its clients' consents on file before disclosing this list to us.

Safeguarding and Keeping Your Personal Information Confidential

Your personal information is secure within Intact IT Inc. We have comprehensive security controls to protect against unauthorized use, alteration, duplication, destruction, disclosure, loss or theft of, or unauthorized access to, your personal information. For example:

In many stores you now use your banking card (e.g. your FirstBank Card[®]; or your mbanx Card) and Personal Identification Number (PIN), to pay for goods or services. Security controls scramble your PIN and only the minimum data necessary to check your account balance and verify your PIN is sent between the Bank and the store. This data does not include your name, bank account number, or your PIN. The same security procedure applies whenever you use your banking card at an automated banking machine.

We may use other companies to provide services to you on our behalf, to carry out banking functions on our behalf, such as data processing. In such cases, we have contracts in place holding these companies to the same high standards of confidentiality by which we are governed and requiring that any information provided by us must be kept strictly confidential and used only for the purposes of the contract.

We ensure the physical, organizational and electronic security of your personal information through the use of secure locks on filing cabinets and doors, restricted access to our information processing and storage areas, limited access to relevant information by authorized employees only, and through the use of passwords, PINs and pass keys and the encryption (i.e. scrambling) of electronically transmitted information.

We have strict procedures in place when destroying, deleting or disposing of personal information when it is no longer required for the purposes set out in this Policy, or by law, to prevent unauthorized access to such personal information.

We only keep your personal information for as long as we need it to meet the purposes set out in this Policy. The length of time we retain your personal information is also affected by: (1) the type of service you have with us, and (2) any legal requirements we may have to meet such as being able to respond to any concerns you may have even if you are no longer a client of ours. We have retention policies in place which govern the destruction of personal information.

This Policy, or by law, to prevent unauthorized access to such personal information.