

Customer Privacy Policy

NRBN prioritizes the safeguard of our customers' personal information. Our Customer Privacy Policy ensures that your personal information will be protected. We maintain personal information limited purposes:

When you apply to become a NRBN customer, we collect information to confirm your identity, and credit history so that we can bill you for the services which you receive from us. We may collect credit card or bank account information, so that you can facilitate pre-authorized payment for the services that we provide to you;

In order to understand your service requirements, we maintain a record of the services that you obtain from us, and we may ask for additional information in order to better serve you. For example, we may obtain your email address in order that electronic billing is utilized;

In order to comply with legal and regulatory requirements, we may collect information in response to a court order, or satisfy a request by the Canadian Radio-television and Telecommunications Commission, pertaining to a customer complaint, and the resolution of the complaint;

Telephone calls to and from NRBN service representatives may be monitored or recorded for quality assurance purposes;

1. Situations Where Personal Information Might be Disclosed

There are a number of situations where we may need to disclose some personal information related to our customers. Subject to applicable CRTC regulations and policies, we may disclose personal information on a confidential basis, where that information is only to be used for the purposes for which it was disclosed:

- to a person seeking information as an agent of a customer, such as a customer's legal representative or an individual who is an authorized user of NRBN services under his or her account, provided that we confirm that the person is authorized to receive the information;
- to a credit reporting agency;
- to a third party in order to evaluate a customer's credit worthiness or in order to collect an unpaid account;
- to another telecommunications service provider, in order to facilitate the provision of telecommunications services. This would include information that allows for the porting of telecommunications services between telecommunications service providers;
- to a company that supplies a customer with telecommunications or directory related services. This would include White Pages or Yellow Pages telephone listings;
- to an individual or company hired by NRBN to perform functions on its behalf, such as data processing or research;
- when information is being collected, used or shared for the detection, prevention of or remediation to, the breach of an agreement, fraud or other illegal activity, and the collection of consent might defeat the purpose of collecting the information;
- to a public authority or the agent of a public authority, if, in the reasonable judgement of NRBN, it appears that there is an imminent threat to or danger to life or property, which could be avoided or minimized by the disclosure of the information. For example, if a customer dials 911, we will provide the customer's name, telephone number, address or other location information to the emergency services agency;
- to our program partners or third-party agents who are retained in order to fulfil or administer NRBN promotional offers or programs;
- to provide personalized products and services as well as product recommendations to customers;
- subject to our customers' right to withdraw consent, as provided in this Privacy Policy, to conduct surveys on the quality of our products or services, or customer service or to provide our customers with offers for additional products or services that we feel may be of interest to our customers, or reflect changing service needs of our customers;
- to comply with a subpoena, warrant or other court order, or as may be otherwise required or authorized by law or by any regulatory bodies having jurisdiction;
- to third parties in connection with the sale of our business, the sale or securitization of assets, or the merger or amalgamation of part or all of our business with such other parties. In such cases, customer and



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customer account information would form part of the transaction, and we may use or disclose such information to those parties involved in the transaction, as part of due diligence, and/or in the completion of the transaction;

2. How We Protect Your Personal Information

NRBN will protect your right to privacy and your personal information in several ways:

- NRBN will protect your personal information with appropriate security safeguards including encryption;
- NRBN will protect your personal information when dealing with other companies;
- NRBN will keep your personal information as accurate and updated as is necessary;
- NRBN will respond promptly to your requests for access to your personal information;
- NRBN will not collect, use or disclose your personal information for any other purpose other than those identified in our Privacy Policy, your customer service agreement or our Service Terms, except with your consent.

Unless you provide express consent to NRBN:

- we will not share your personal information or sell your personal information to third-party marketers;
- we will not use your personal information to enable third-party targeted advertisements;
- NRBN does not collect information about the websites you viewed (with the exception of visits to the NRBN website), your internet search history or the content of the applications that you use on your electronic devices;
- personal information collected by NRBN may be stored and processed in Canada, or another company. In each case, the information is protected with appropriate security safeguards, but may be available to government agencies under applicable law.

3. Your Consent

NRBN obtains consent from the individuals concerned for the collection, use or disclosure of personal information through a number of methods including: orally or through written documents, including agreements, forms, welcome kits, online requests, and printed or electronic communications. The form of consent sought by NRBN will vary according to the nature and sensitivity of the personal information being provided, and the reasonable expectations of the individuals, or regulatory requirements established by law.

By subscribing to NRBN products and services, and/or submitting information to NRBN in connection with NRBN products and services, you are providing your consent to the collection, use and disclosure of personal information as set out in this Privacy Policy, and the NRBN Terms and Conditions applicable to the services being acquired.

4. Can You Opt Out?

Consent may be withdrawn at any time, subject to legal or contractual restrictions and reasonable notice. However, without such consent, NRBN may be constrained or limit the products or services which it is able to provide to you. You may withdraw your consent relative to mail, marketing telephone marketing and quality control communications. You may withdraw your consent by contacting us, by using the information below in the section *How to Contact NRBN*.

5. How to Contact NRBN

You may contact us by telephone at: **1 (877) 331-6726** or **fibre@nrbn.ca** or by mail addressed to 4343 Morrison Street, 2nd Floor, Niagara Falls, ON, L2E 6Z9.

Unless you tell us otherwise, we will assume that we have your consent to continue to collect, use and disclose your personal information for the purposes identified in this Privacy Policy.