

## **New Ross Credit Union Privacy Web Site Statement**

### **Your Privacy is Our Priority**

Credit unions have a history of respecting the privacy of our members. Your Board of Directors has adopted the Credit Union Code for the Protection of Personal Information (“Privacy Code”).

We have policies and procedures in place to protect your privacy and your right to control the collection, use, and disclosure of your personal information.

### **Why do we collect your personal information?**

We use your personal information to help us provide 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 or your ongoing relationship with us. Personal 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; and
- 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 may include, but is not limited to your address, telephone number, email address, date of birth, gender, income, marital status, employment history, financial records, Social Insurance Number (SIN) or other government issued identification numbers, and credit history.

The law requires us to ask for your SIN when you open an interest bearing account or when you obtain products or services that require reporting to certain government agencies.

We also may use it to identify you with credit bureaus and other financial institutions for credit matching purposes and other purposes related to your ongoing relationship with us. However, providing your SIN is not a condition of service.

### **With whom do we share your personal information?**

We only share your personal information with your consent or where we are required or permitted to do so by law. We never sell, rent, or lease personal information to third parties. We do not keep a record when personal information is disclosed through routine reporting to government agencies (for example, a T5 Statement of Investment Income and other reports to Canada Revenue Agency (CRA) as required by legislation or regulation.

We use trusted, reputable suppliers to provide services such as, but not limited to the following; cheque and statement printing, data processing, member research and surveys, and payment clearing services.

We provide suppliers with only the information necessary to perform the required services. To ensure confidentiality, personal information is removed from market research and survey reports provided to the credit union.

We ensure our suppliers implement security standards for information handling that are equal to our own, and we require them to protect your information in a manner that is consistent with our Privacy Code. In the event our suppliers are located outside of 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 partner organizations that include co-operative companies and/ or other similar organizations to ensure we offer you a full range of financial products and services. Our partner organizations are also required to protect your information in a manner that is consistent with our Privacy Code.

### **Your right to access and verify personal information**

You have the right to access, verify and update your personal information at any time.

For more information, contact your credit union.

Here is a Summary of the 10 PRINCIPLES OF THE CREDIT UNION PRIVACY CODE.

#### **1. Accountability**

We have designated a Privacy Officer who is accountable for our compliance with the principles of the Privacy Code.

## 2. Identifying Purposes

Before or at the time 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 consent for the collection, use, or disclosure of personal information.

## 4. Limiting Collection

The collection of personal information shall be limited to that which is necessary for the purpose identified by the credit union.

## 5. Limiting Use, Disclosure, and Retention

If you have provided explicit limited consent, your personal information shall not be used or disclosed for purposes other than those for which it was collected or as required by law. We will retain your information only as long as necessary to fulfill identified purposes.

## 6. Accuracy

We will endeavour to keep your information accurate, complete, and up-to-date.

## 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

When you request it, we will give you access to the existence, use, and disclosure of your information. You are entitled to question its accuracy and 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 disclose your personal information by law. In most cases we will obtain your express consent in writing. However, on occasion, your consent may be implied.

For example, we may possess and use personal information that we collected from you prior to implementing our Privacy Code and for which we do not have your express written consent. However, because the information was obtained in relation to products or services that you requested, or in relation to your ongoing relationship with the credit union, your consent to our use of such information is considered implied. In all cases, your personal information may be used for the purposes described in this brochure, including disclosure to partner organizations unless you specifically ask us in writing to stop.

You can refuse to consent to our further collection, use or disclosure of your personal information at any time in the future by giving the credit union written notice. However, withdrawal of your consent may limit the credit unions' ability to provide products or services to you. As a result, in order to use certain products and services of the credit union or maintain an ongoing relationship with us you cannot refuse our collection, use and disclosure of personal information required by the credit union and partner organizations that provide essential services to the credit union.

***You may withdraw your consent to email, phone and mail at any time by completing the "Withdrawal of Consent" form or Privacy Brochure at either our New Ross or Chester Basin offices or advising the New Ross Credit Union, Privacy Officer – Linda Hardy - by email at: [lhardy@newrosscreditunion.ca](mailto:lhardy@newrosscreditunion.ca)***

### **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 the Privacy Code. The Privacy Officer also handles all privacy inquiries and personal information access requests under the Privacy Code.

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

For further information, questions or concerns about privacy, you may contact your credit union or our Privacy Officer at:

**New Ross Credit Union**  
**Privacy Officer- Linda Hardy**  
**50 Hwy 12, PO Box 69**  
**Chester Basin, NS B0J 1K0**  
**E-mail: [lhardy@newrosscreditunion.ca](mailto:lhardy@newrosscreditunion.ca)**  
**Phone: 902-275-3509**  
**Fax: 902-275-2590**

## **WEBSITE PRIVACY**

On our web site, we only collect personal information required to improve the services we offer, to improve our site content and, with your permission, to contact you with information about our services.

For more information on our web site Privacy Statement, please read below.

### **Information we collect on our site.**

You can visit all public areas of our site without providing any personal information about yourself. Our web site collects only non-personal information based on a visitor's Internet Protocol (IP) address (this is not personally identifiable). Information collected includes the date and time of visit, the type of Internet browser used to access the site, the referring address (the link a visitor used to access the site). This data is used to create statistics on site usage and improve online services.

If you send us an e-mail, any information provided by you will only be used for the purposes of responding to your inquiry or acting on your request. We will not use your name or e-mail address for any other purposes without additional consent.

### **Links to other web sites**

Our web site contains links to other web sites that are part of, affiliated with, or have a business relationship with New Ross Credit Union. When you leave our site to visit one of these other sites, the

only information transferred to the new site is the fact that you came from the New Ross Credit Union web site (the referring address). Transmission of this referring address allows other sites to monitor their own web traffic, but does not disclose any personal information about you.

### **How do I contact New Ross Credit Union with questions or concerns?**

We welcome any questions or concerns about our Privacy Statement, or the practices of this site. Please contact us by e-mail or in writing at the following address:

**Privacy Officer – Linda Hardy**  
**E-mail: [lharty@newrosscreditunion.ca](mailto:lharty@newrosscreditunion.ca)**  
**New Ross Credit Union**  
**50 Hwy 12, PO Box 69**  
**Chester Basin, NS B0J 1K0**

Notice: New Ross Credit Union Limited reserves the right to amend its Internet Privacy Statement and its Privacy Code at any time with or without notice.

Please check this page periodically for changes.