

# Fidelity Clearing Canada ULC Privacy Policy

## Overview

The purpose of this Privacy Policy is to explain how Fidelity Clearing Canada, ULC (FCC) collects, uses, discloses and protects personal information (information about identifiable natural persons, referred to in this policy as “**individuals**”). It is supplemental to the Fidelity Canada Privacy Policy, this policy is specific to FCC as it applies to all accounts carried by FCC and is to be read in conjunction with the agreements governing the services we render for our clients, including our broker/dealer clients to which we provide clearing and other related services. This Privacy Policy also serves to govern the conduct of all FCC employees with regard to personal information.

FCC is committed to maintaining the privacy and confidentiality of all personal information under our care.

The words “**we**”, “**us**” or “**our**” in this policy refer to FCC and its affiliates which provide securities brokerage, clearing and custody services.

## Collecting and Using Personal Information

FCC aims to provide a clear understanding of the personal information (PI) we collect, why and how that information is used and how we protect this information. PI is maintained in accordance with regulatory requirements.

FCC may collect personal information about individuals from their broker/dealer or from any of the following sources:

- Applications or forms (for example, name, address, social insurance number, birth date, assets, and income).
- Transactional activity in an individual's account (for example, trading history and balances).
- Consumer reporting agencies (for example, to assess an individual's credit worthiness for margin products).
- Other third-party service providers (for example, to verify an individual's identity and to better understand his or her product and service needs).
- Other sources with consent (which an individual may have provided to his or her broker/dealer or other institutions for example, where positions are transferred into FCC).

We use the personal information we obtain for the following purposes:

- In the normal course of business operations to open, maintain, administer, or service client accounts, including, without limitation, for purposes of facilitating the account opening process and the provision of customer service (including services rendered by third-party agents or affiliates).
- To comply with applicable federal and provincial laws and industry-specific regulations.
- To verify an individual's identity and protect against fraud.
- To perform audits and accounting functions.
- To perform surveillance, compliance, and reporting activities required by law.
- To ensure disaster recovery services (which may include trans-border transfers of information).

As a client, you can independently make your own choices about the information you share with your broker/dealer, how it's used and when it should be updated, unless otherwise mandated by law.

## Disclosing Personal Information

FCC does not sell or share personal information with third parties for their use in marketing their own products and services.

FCC may disclose personal information that we collect including about our customers, prospects, former customers and personal information we use in the course of providing our services to our broker/dealer clients, and where we are required or permitted to do so under law or regulation, for example, to any law enforcement agency, securities regulatory authority or self-regulatory organization.

FCC may disclose personal information to its affiliates (which may include trans-border transfers of personal information as outlined below) in connection with all of the purposes for which FCC uses personal information, including without limitation, to open, maintain, administer, or service client accounts.

FCC may also disclose personal information, in accordance with applicable law, in connection with a contemplated or actual reorganization of its business, a financing or an assignment, sale or other transaction involving the disposal of all or part of its business or assets, including for the purpose of permitting the parties to a contemplated transaction to conduct the due diligence required to determine whether the transaction should proceed. FCC will endeavour, in any assignment or sale, to ensure that the assignee or purchaser may only use and disclose personal information it obtains from FCC for substantially the same purposes as described in this policy. FCC may also disclose personal information for the purpose of obtaining insurance coverage and making claims under its insurance policies.

By opening or maintaining an account with FCC, individuals consent to the disclosure of their personal information to a third party or affiliate in the circumstances and for the purposes described above.

## Transferring Personal Information

FCC may share personal information that we collect about our customers, prospects, former customers and customers of our broker/dealer clients with our broker/dealer clients and non-affiliated third parties as follows:

- To service providers who assist us in serving our clients;
- To legal counsel for the purpose of obtaining legal advice.

Our service providers are obligated to keep the personal information that we share with them confidential, to use it only to provide services specified by FCC, and to protect that information to a degree comparable to the degree of protection provided by FCC. In the event that any of our service providers are outside of Canada, the service provider is bound by, and your information may be disclosed in accordance with, the laws of the jurisdiction in which the service provider operates, including to the government or government agencies in that jurisdiction. At present our service providers are located in Canada (with backup in the U.S.), while data is stored primarily in Canada and U.K. Additionally, client data collected and processed by FCC in Canada may be accessible to Fidelity companies in India.

## How We Protect Information About You

FCC considers the protection of personal information to be a foundation of customer trust.

We employ physical, technological, and organizational controls, and we regularly adapt these controls to respond to changing requirements and

advances in technology.

Within FCC, we restrict access to personal information on a need-to-know basis to those who require it to develop, support, and deliver our products and services. Personal Information is stored only as long as it is required and/or as dictated by law.

### Access to Information

FCC makes every reasonable effort to ensure that personal information is accurate and up to date and, in this regard, relies on our broker/dealer clients and individual customers to provide us notice of changes to the personal information in our records.

In limited circumstances set out in law, individual customers may access and update their personal information in our records.

Given the jurisdiction in which individual customers reside, they may have additional rights, such as the right to have their personal information communicated in a structured, commonly used technological format.

The above options can be exercised by writing to:

FCC  
Client Service Department  
483 Bay Street  
Bell Trinity Square, South Tower  
Suite 200  
Toronto, Ontario M5G 2N7  
1 833 706-5983

### Inquiries or Complaints

If a misconduct is suspected, the customer has the right to file a complaint with FCC and the Office of the Privacy Commissioner. Moreover, FCC has established a regime to govern concerns surrounding privacy events. An appointed Person in Charge of Personal Information "PCPI" with delegates to address privacy-related complaints. Designate roles and responsibilities while executing the appropriate action.

PI is protected by appropriate safeguards to maintain its confidentiality. Moreover, please note although mitigating measures are excised no system is completely secure.

FCC's Compliance Department is responsible for monitoring compliance with this Privacy Policy. Inquiries or complaints regarding this Privacy Policy should be directed to:

FCC  
Chief Compliance Officer  
483 Bay Street  
Bell Trinity Square, South Tower  
Suite 200  
Toronto, Ontario M5G 2N7  
1 833 706-5983

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