

OUR COMMITMENT TO PRIVACY

A Tradition of Respect for Rights

Credit Unions in Canada have a long history of respecting the rights of their members/owners. As financial institution, credit unions are committed to implementing policies and procedures that maintain these rights.

Advance Savings Board of Directors have adopted the **Credit Union Code for the Protection of Personal Information**, established **Policies and Procedures**, and appointed a **Privacy Officer**. You are entitled to review the Code, access your personal information, or contact the Privacy Officer at any time. Through these actions, what has been our accepted practice becomes our documented commitment to you!

Your Personal Information

We hold personal information about members/owners to help us meet and maintain the highest standards of financial service. This information can include your name, address, social insurance number, age, use of accounts and credit history, employment records, personal references, as well as the relationship of others linked to you in account services. We obtain this information from you directly, and from the product and service arrangements you have made with or through us. Information is also obtained with your permission from credit bureaus, other financial institutions and from the personal references you provide us.

Co-operative Financial Services Partners

Advance Savings also provides services in conjunction with financial services partners that include the Co-operative Financial Group of companies. These companies include: Co-operators Insurance, Concentra Financial, Credit Union Electronic Transaction Services (CUETS), Collabria, CreditUnion Members Insurance Society (CUMIS), League Data, League Savings & Mortgage or other similar organizations that support credit union goals and values and provide useful and valuable products and services to our members.

In accordance with regulatory requirements, Advance Savings may be required to collect, use or disclose information with other Co-operative Financial Service Partners in providing a service.

Your personal information may also be shared with these partners so that they may promote their services to you.

We only collect what we absolutely need

Because of the importance placed on member's confidentiality, Advance Savings will only collect, use or disclose information that we absolutely need. Advance Savings will ask for information for the following purposes:

- To understand your financial servicing needs;
- To determine the suitability and eligibility for member products and services;
- To evaluate your credit standing and to share or exchange reports and information with credit reporting agencies;
- To detect and prevent fraud and to help safeguard the financial interests of the credit union and its members;
- To meet legal and regulatory requirements;
- For the promotion of products and services of Advance Savings and/or partner companies.

We ask for your SIN to comply with tax reporting requirements. For example, when you open a deposit account, we ask for your SIN as any interest earned must be reported. There are other purposes for which we may ask you for your SIN. For example, if you are applying for a loan or overdraft protection, we may ask for your SIN to ensure an accurate match between your personal information and your credit bureau report.

Personal Information Consent

We need your consent. Here's how you can provide it.

You can provide us with express consent in a variety of ways (depending on the sensitivity of the information) – in writing, electronically, or verbally in some instances. For current members, implied consent will apply, where we can reasonably conclude that you have given consent by deciding not to withdraw your consent. Preferably, we will obtain your express consent in writing

when you become an Advance Savings owner or when you apply for an Advance Savings service offering.

If, for whatever reason, you do not provide us with your written consent, or do not withdraw your consent, we will assume that we have your implied consent for the continuing use of personal information for purposes described within this brochure, including disclosure to the Co-operative Financial Group of Companies.

You can withdraw your consent at any time, subject to legal or contractual obligations. For example, Advance Savings is required by law to provide a record of your interest earning information to the Canada Customs and Revenue Agency, therefore this information could not be limited. However, you must understand that if you make this choice, we may not be able to provide you with the product or service that you desire.

Credit Union Code for the Protection of Personal Information

Here is a summary of the 10 principles. If you would like more information, please contact us.

1. **Accountability** – We have designated a Privacy Officer who is accountable for our compliance with the principles of the 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 Advance Savings.
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 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.

Web Site 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 about 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, and the referring address (the link a visitor uses to access the site). This data is used to create statistics on site usage and improve online services.

If you send us an email, 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 email 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 relationship with Advance Savings, or provide information or services as requested by members. 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 Advance Savings Credit Union 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 Advance Savings 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 email or in writing to the following address:

Privacy Officers

Shelley MacKinnon (Privacy Officer)

Lisa Bourque (Deputy Privacy Officer)

Advance Savings Credit Union

141 Weldon Street

Moncton, NB E1C 5W1

Email: *privacy@advancesavings.ca*

Notice:

Advance Savings 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.