

## Telmaster Consulting Incorporated Privacy Policy

Our Customer's privacy is one of our most important values. We want you to know how we protect customer information and what choices you have about its use. We have adopted a Privacy Policy to provide you confidence 24 hours a day, seven days a week, and 365 days of the year.

This policy summarizes how we collect, use and disclose your personal information.

"Personal Information" means information about an identifiable individual and includes information about your service selections. Information that is publicly available (such as a public directory listing of your name or information that is printed on a business card - including your address, telephone number and email address) is not considered personal information.

1. Accountability. Telmaster Consulting Incorporated has designated a privacy director who is accountable for compliance with this privacy policy.
2. Identifying Purposes. Telmaster Consulting Incorporated collects personal information to help us to provide our Customers with better service, including, to provide Customers with ongoing service; to understand each Customer's needs and to be able to recommend products or services that will address those needs; to manage our own operations better; and to comply with the law. Telmaster Consulting Incorporated will let you know the reason it collects personal information when or before we collect such information.
3. Consent. Your knowledge and consent to the collection, use or disclosure of your personal information is required, except where to do so would be inappropriate.
4. Limiting Collection. Telmaster Consulting Incorporated will limit its collection of personal information to that which is necessary for the purposes that we have identified. This collection shall only be done by fair and lawful means.
5. Limiting Use, Disclosure and Retention. Telmaster Consulting Incorporated will not use or disclose personal information for any purposes other than those for which it was collected, except with the consent of the individual or as required by law. When we provide information to third parties, such parties are required to adhere to confidentiality agreements to ensure that your information remains safe and secure. Third parties include, Telmaster Consulting Incorporated agents, other communication service providers (to enable you to have service outside Canada), collection agencies, emergency services and law enforcement agencies. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.
6. Accuracy. Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used. You may make changes to your personal information by contacting Telmaster Consulting Incorporated or by calling Telmaster Consulting Incorporated at 416-536-6595 ext. 231.
7. Security Safeguards. Personal information shall be protected by security safeguards appropriate to the sensitivity of the information. Each and every Telmaster Consulting Incorporated employee must abide by Telmaster Consulting Incorporated privacy policy. Only authorized Telmaster Consulting Incorporated employees are permitted to have access to your personal information and such access is limited by need. For example, if you call our Customer Services department with a concern or complaint, the representative is allowed to access only the personal information that he or she needs to address your concern.
8. Openness. Telmaster Consulting Incorporated policies and practices relating to the management of personal information are made available to its Customers. Explaining to you how we may use your personal information is important to us. We do this by posting a copy of the policy on our website and making it available through Customer Services upon request.
9. Individual Access. Upon request, Members shall be informed of the existence, use, and disclosure of his or her personal information and shall be given access to that information. You may challenge

the accuracy and completeness of the information and have it amended as appropriate. You may view your personal information (and make changes if necessary) by calling Telmaster Consulting Incorporated at 416-536-6595 ext. 231.

10. Challenging Compliance. Members may address a challenge concerning compliance with the above principles to the Director of Privacy at Telmaster Consulting Incorporated, 881A Jane Street, Toronto, Ontario, M6N 4C4, Canada or by via e-mail: [hr@telecomcanada.ca](mailto:hr@telecomcanada.ca).

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