

Bank of China (Canada)

CUSTOMER PRIVACY POLICY

At the Bank of China (Canada) (the “Bank”, “BOCC”, “we”, “us”) we are committed to serving society and delivering excellent service. An integral part of our commitment is safeguarding your personal information. Our customer’s (“customer”, “you”, “your”) trust is paramount in establishing a business relationship and the foundation for sharing of personal information with the Bank.

I. What is "Personal Information"?

Personal information is generally defined in privacy legislation as information about an identifiable individual or information that allows an individual to be identified. Some examples of personal information the Bank may collect include your address, date of birth, e-mail address, financial statements and credit history.

II. The Legislation

Federal legislation known as the **Personal Information Protection and Electronic Documents Act** (“PIPEDA”) and similar provincial legislation (together “privacy legislation”) govern Bank’s collection, use and disclosure of personal information. PIPEDA sets out ten (10) Privacy Principles, which the Bank respects.

- 1) **Accountability**-the Bank is dedicated to ensuring your confidentiality by protecting the personal, business and financial information entrusted to us. For this reason, the Bank has designated a Privacy Officer who is responsible for overall privacy governance. If you have any questions or concerns, you may contact the Privacy Officer at:

Bank of China (Canada)

The Privacy Officer

Mail: 50 Minthorn Blvd, Suite 600
Markham, Ontario
L3T 7X8, Canada
E-mail: privacycompliance.ca@bankofchina.ca
Phone: 1 (905) 771 – 6886 or 1-844-669-5566 (Toll Free)
Fax: 1 (905) 771 – 8555

- 2) **Identifying Purposes**- When you apply for a product or service, enter a contest, sign-up for special offers or complete a survey, the Bank collects personal information directly from you. At other times, we collect financial and other information about you from other sources, for

example: references you have provided to us, transactions you have made with or through us, credit reporting agencies, and other financial institutions.

To fulfill most financial requests and applications, the Bank requires:

- Information establishing your identity, such as your name, address, phone number, title, business phone number, email address, date of birth, social insurance number or social security number (for tax purposes), and account numbers;
- Information related to transactions arising from your relationship with and through us, and from other financial institutions;
- Information you provide on an application for the provision of our products and services, such as your annual income, place of employment, investments, account balance, financial liabilities, transaction history;
- Information about financial behaviour such as your payment history and credit worthiness.
- Information pertaining to business clients will include your business name, address, phone number, email address, industry type, financial status and detail(s) on the owner(s), operator(s) and director(s).

- 3) **Consent**- By providing the Bank with your personal information, either directly or through third parties, you consent to us collecting, using and disclosing your personal information as set out in this Privacy Policy. Subject to certain contractual and legal restrictions and reasonable notice, you may withdraw your consent, but doing so may prevent us from providing you with the requested product or service. If you provide us, either through a third party or directly, with the personal information of another individual, we assume that you have obtained the individual's consent to the collection, use and disclosure of their personal information. The Bank may disclose personal information to another organization without your knowledge or consent for the purposes of detecting or preventing fraud that is likely to be committed, investigating a breach of an agreement, or a contravention of the laws of Canada or a province.
- 4) **Limiting Collection**- the Bank uses your personal and financial information for the purposes communicated to you in your agreement(s) with us, for example to verify your identity, provide you with the financial product or service you requested, advise you of any new products or services, respond to your inquiries, manage our risks and operations, meet regulatory and legal obligations. In addition, your social insurance number may be used for tax related purposes if you hold a product generating income and share it with the appropriate government agencies.
- 5) **Limiting Use, Disclosure, and Retention**- We use your personal and financial information for the purposes communicated to you in this Privacy Policy or in the various agreement(s) you sign with us. The Bank may share your personal information with BOCC Group, our affiliates and with third parties who provide services to the Bank, but only for purposes set out in this Privacy Policy. Some of the personal information may be transmitted outside of Canada and subject to being accessed by courts, law enforcement, national security or governmental authorities in jurisdictions outside of Canada. We may communicate with you through various channels including telephone, computer or mail using the contact information you have provided.

We retain your personal information only as necessary for the fulfillment of the purposes identified or as required by law.

The Bank may transfer your personal information in connection with a sale of all or part of its business or in connection with a merger, amalgamation, business combination, reorganization, recapitalization, sale of its shares, or other similar transaction in accordance with applicable law. However, we never sell personal information, or other information relating to you, to charities or direct marketing or other similar groups.

- 6) **Accuracy-** We do our best to ensure the information we have about you is accurate and complete. Since we make decisions based on the information we have, we need your assistance to keep our information about you current. You may contact us at any time if you wish to verify the accuracy or update the information we have.
- 7) **Safeguards-** the Bank maintains physical, organizational and technological safeguards in an effort to protect your personal information against loss or theft and against unauthorized access, disclosure, copying, use or modification. We retain your personal information for as long as reasonably necessary to fulfill the purposes for which it was collected or as long as required by law. Due to specific legislative requirements in Alberta, any organization that has personal information under its control must provide notice to the Alberta Privacy Commissioner without unreasonable delay of any incident involving a loss of, unauthorized access to, or disclosure of, personal information.
- 8) **Openness-** at your request, we will make available additional information concerning the policies and procedures relating to the management of your information.
- 9) **Individual Access-** If you want to verify the accuracy of other personal information, you may submit a written request to your branch where you do business to obtain access to such information. At such times we may charge you a fee due to the time and resources required but we will provide you with an estimate in advance. However, at times we may be precluded from providing you with access; for example information that is subject to legal privilege, information containing confidential commercial information and information relating to a third party or due to an investigation conducted pursuant to a search warrant, tax authority or some other legal or regulatory requirement. If permitted, we will advise you of the reasons for restricting access subject to any legal or regulatory limitations.

In the normal course of business, you will receive periodic access to information in the form of transaction activity records, for example account statements and trade confirmations. This information is available to you through mailings, secure online sites and telephone banking.

- 10) **Challenging Compliance-** You have the right to challenge the accuracy and completeness of your personal information and to have it amended as appropriate. Challenges concerning compliance with the above-noted principles should be directed in writing to the Privacy Officer.

We look forward to continuing to service your banking needs.

Date: March, 2017