

# **G4S CASH SOLUTIONS (CANADA) LTD.**

## **PRIVACY POLICY**

### **Our Privacy Commitment**

As a federally regulated organization, G4S Cash Solutions (Canada) Ltd. (“G4S” or “we”) is subject to the Personal Information Protection and Electronic Documents Act and is committed to maintaining the accuracy, security and privacy of the Personal Information that we collect. This Privacy Policy is a statement of principles and guidelines concerning the protection of Personal Information of our customers, service providers and other individuals (“you”).

### **What is Personal Information?**

For the purposes of this policy, Personal Information means information about an identifiable individual as defined from time to time in applicable privacy laws. Generally speaking, Personal Information does not include what is considered to be business contact information such as your name, title or position, business address, telephone number, facsimile number, or e-mail address.

### **Your Consent**

BY SUBMITTING PERSONAL INFORMATION TO G4S OR ITS AGENTS AND SERVICE PROVIDERS, YOU AGREE THAT WE MAY COLLECT, USE AND DISCLOSE SUCH PERSONAL INFORMATION IN ACCORDANCE WITH THIS PRIVACY POLICY AND AS PERMITTED OR REQUIRED BY APPLICABLE LAWS. Subject to legal and contractual requirements, and reasonable notice, you may refuse or withdraw your consent to certain or all of the identified purposes at any time by contacting G4S’s Chief Privacy Officer. If you refuse or withdraw your consent, we may not be able to provide you or continue to provide you with certain services or information which may be of value to you. If you provide us with the Personal Information of another individual, you represent that you have all necessary authority and/or have obtained all necessary consents from such individual to enable us to collect, use and disclose such Personal Information for the purposes set forth in this Privacy Policy.

### **What Personal Information do we Collect?**

The types of Personal Information that G4S may collect, use and disclose includes:

- Contact information such as your name, home address, home telephone number, personal cellular telephone number, personal email address;
- Proof of identity such as your driver’s license number and other permit numbers;
- banking and credit information such as information related to past and current banking, lines of credit, guarantees and loans, bank account numbers and credit card numbers and expiry dates; and
- demographic information such as age, education and occupation.

### **Why do we Collect your Personal Information?**

G4S limits the collection, use and disclosure of your Personal Information, both in the amount and type of Personal Information, to that which is necessary to fulfill the purposes identified within this Privacy Policy.

We will identify the purposes for which your Personal Information is collected at or before the time your Personal Information is collected.

In general, G4S collects, uses and discloses Personal Information in order to provide our customers with our products and services. More specifically, G4S may collect, use and disclose your Personal Information for the following purposes:

- to consider whether G4S should establish or continue a commercial relationship with you, including without limitation, to extend credit and to evaluate credit standing and to match credit bureau or credit reporting agency information, to check references and to confer with banking institutions;
- to recruit and evaluate applicants for employment at G4S;
- to establish and maintain commercial relations with customers, suppliers, financial institutions and affiliates, and to provide ongoing products and services, administer accounts, make and receive payments and fulfill contractual obligations;
- to understand and respond to website visitors, customers and potential customers needs and preferences, including to communicate with website visitors, customers and potential customers;
- to conduct surveys, research and statistical analysis;
- to facilitate account inquiries and other customer service assistance;
- to distribute our newsletters, promotional information and other material to registrants that have voluntarily enrolled on our mailing list and/or e-mailing list, including via third party mailing houses;
- to develop, enhance, market, sell, provide and inform you of G4S's products and services;
- to develop, enhance, market, sell, provide and inform you of products and services of third parties, including our affiliates and suppliers, with whom G4S has a commercial relationship;
- to update and verify our databases and information provided to G4S by third parties;
- to monitor communications to ensure the consistency and quality of the products and services of G4S, our suppliers, and other third parties with whom G4S has a commercial relationship;
- to develop and manage our knowledge-management precedent systems and databases;
- to detect and protect G4S and other third parties against error, negligence, breach of contract, fraud, theft and other illegal activity, and to audit compliance with G4S policies and contractual obligations;
- to engage in business transactions, including the purchase, sale, lease, merger, amalgamation or any other type of acquisition, disposal, securitization or financing involving G4S;
- to assist law enforcement agencies, to collect outstanding debts, to protect G4S's business interests and the interests of our customers
- as permitted by, and to comply with, any legal or regulatory requirements or provisions; and

- for any other purpose to which you consent.

### **To Whom do we Disclose Your Personal Information?**

Except with your consent, we will not sell, share, license, trade or rent your Personal Information to others. G4S may disclose Personal Information to third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above.

G4S reserves the right to co-operate fully with local, provincial, state and federal officials in any investigation relating to any Personal Information (including private electronic communications transmitted on any G4S website) or any purported unlawful activities.

G4S reserves the right to disclose and/or transfer Personal Information to a third party in the event of a proposed or actual sale, merger or other transfer of the assets or shares of G4S or a division thereof, provided that the third party agrees to adhere to the principles expressed in this Privacy Statement and the information does not constitute all or substantially all of the assets being transferred.

### **Where do we Store Your Personal Information?**

G4S makes all commercially reasonable efforts to ensure that your Personal Information is protected against loss and unauthorized access. Your Personal Information is stored in secured locations including on servers located at our offices, or at the offices of our service providers. G4S retains your Personal Information only for as long as is necessary in order to fulfill the purposes identified within this Privacy Policy, or for as long as may be required to comply with applicable laws.

### **How do we Protect your Personal Information?**

To help protect the confidentiality and security of your Personal Information, G4S employs administrative and technological safeguards appropriate to the sensitivity of your Personal Information. Access to your Personal Information is restricted to selected G4S employees or representatives. If your Personal Information is sent to a third party for processing, we make sure, through our contracts with such third parties, that all of your Personal Information is kept secure. We also operate secure data networks protected by industry standard firewall and password protection systems to protect Personal Information against loss or unauthorized access. Your Personal Information is kept as accurate, complete and up-to-date as is necessary to fulfill the purposes identified in this Privacy Policy.

### **Privacy and our Website**

#### **Cookies**

G4S may store a small file (commonly known as a "cookie") on your computer when you visit our website. We use cookies to improve our knowledge of the use of our web site and to help us determine how well our web site is operating. The type of information we collect using cookies is specific to your PC and does not include Personal Information about you. We collect information such as the IP address, the date and time you visited the web site, which pages of our web sites you looked at and whether those web pages were delivered quickly and successfully. Using this information allows us to improve our web site and to provide you a better online experience. You can delete our cookies or block this information by changing the settings on your PC. If you block this information you may not be able to utilize some features of the site.

#### **Online Communications**

In order to provide our website visitors with a service or information, visitors may voluntarily submit Personal Information to us for purposes such as asking a question, obtaining information, reviewing or downloading a publication, participating in a seminar or other event, and participating in contests and surveys. If you are known to G4S as a registered user of an online service, we may combine and store Personal Information about your use of our website and the online information you have provided with certain other online and offline information we may have collected.

### **Links**

Our website may contain links to other websites which are provided as a convenience only. We cannot be responsible for the privacy policies and practices of other web sites even if you accessed the third party web site using links from our web site; or you linked to our web site from a third party web site.

Visitors are advised that other third party websites may have different privacy policies and practices than G4S, and G4S has no responsibility for such third party websites. We recommend that you check the policy of each site you visit and contact the owner or operator of such web site if you have any concerns or questions.

### **How can you Obtain Access to Your Personal Information?**

Upon your written request, and subject to certain exceptions, G4S will inform you of the existence, use, and disclosure of your Personal Information and will give you access to that information. Access requests should be sent to G4S's Chief Privacy Officer using the contact information outlined below.

If access to your Personal Information is denied, G4S will notify you in writing, give reasons for the denial, and inform you of the recourses open to you. If access is granted, G4S will give you a reasonable opportunity to review your Personal Information. Your Personal Information will be provided to you in an understandable form within a reasonable time, generally within 30 days. G4S may extend such 30 day period by up to an additional 30 days if meeting the time limit would unreasonably interfere with the activities of G4S or the time required to undertake any consultations necessary to respond to your request would make the time limit impracticable to meet. You will be able to challenge the accuracy and completeness of your Personal Information and have it amended as appropriate.

### **How Long do we Retain Your Personal Information?**

G4S retains your Personal Information for as long as necessary to fulfil the purpose for which it was collected and to comply with applicable laws. We dispose of Personal Information which is no longer required in a way that prevents improper access.

### **How can you Obtain Further Information Regarding this Policy?**

G4S has appointed a Chief Privacy Officer to oversee compliance with this Privacy Policy and applicable privacy laws. In the event that you have any questions about G4S's Privacy Statement or if you have reason to believe that G4S may have failed to adhere to this Privacy Statement please contact our Chief Privacy Officer at:

**G4S Chief Privacy Officer  
365 Bloor Street East, Suite 400  
Toronto, ON  
M4W 3L4**

### **Changes to our Privacy Policy**

G4S reserves the right to modify or supplement this Privacy Policy at any time. If we make a change to this Privacy Policy, we will post such changes on our website at <http://www.g4s.com/ca/ca-cash.htm> **and** make such revised policy and changes available upon request to the G4S Chief Privacy Officer. However, G4S will obtain the necessary consents required under applicable privacy laws if it seeks to collect, use or disclose your Personal Information for purposes other than those for which your consent is obtained unless otherwise required or permitted by law.