

I.A.T.S.E. Local 667/669 Health and Welfare Fund Privacy Policy (the "Policy")

1. Introduction

- 1.1 The initial effective date of this Policy is October 3, 2004. This Policy replaces the Privacy Policy dated March 28, 2009. The review date of this Policy is March 25, 2023.
- 1.2 A term which is bolded in this Policy has the meaning which is set out in the 'Glossary of Terms' of the **Board of Trustees**, unless otherwise specifically defined in this Policy. Therefore, this Policy should be read in conjunction with the 'Glossary of Terms'.
- 1.3 The I.A.T.S.E. Local 667/669 Health and Welfare Fund has been established as a trust fund to be used for the maintenance of a health and welfare plan for the benefit of **members**, and their eligible spouses, and dependents (the "**Beneficiaries**"). The administration of the **Fund** necessarily involves the collection, use and disclosure of Personal Information, including personal health information. This Privacy Policy is a formal statement of principles and procedures concerning the minimum requirements for the protection of Personal Information related to the administration of the **Fund**. The object of the Privacy Policy is to promote responsible and transparent practices in the management of Personal Information, in accordance with the principles of the federal *Personal Information Protection and Electronic Documents Act* (Canada) ("PIPEDA"), *The Personal Information Protection Act* (British Columbia, Alberta) ("PIPA"), *An Act Respecting the Protection of Personal Information in the Private Sector* (Quebec) (the "Privacy Act") or any other applicable legislation governing the **Beneficiaries**.
- 1.4 The **Trustees** of the **Fund** will review the Privacy Policy from time to time to ensure it is relevant and it remains current with changing technologies and laws, and that it continues to meet the evolving needs related to **Beneficiaries'** Personal Information.
- 1.5 The following definitions apply for the purposes of this Privacy Policy:
 - (a) "**Collection**" or "**Collect**" or derivatives thereof means the act of gathering, acquiring, recording or obtaining Personal Information from any source, including Third Parties, by any means.
 - (b) "**Consent**" means voluntary agreement for the Collection, Use and Disclosure of Personal Information for defined purposes. Consent can be either express or implied and can be provided directly by the individual or by any authorized representative. Express consent can be given orally, electronically or in writing but is always unequivocal and does not require any inference on the part of the **Fund**. Implied consent is consent that could be reasonably inferred from an individual's action or inaction.
 - (c) "**Disclosure**" or derivatives thereof means making Personal Information available to the Beneficiary or a Third Party as required in administering the fund and providing benefits.
 - (d) "**Personal Information**" means information about an identifiable **Beneficiary**, but does not include aggregated information that cannot be associated with a specific individual. Examples of Personal Information includes information found in personal employment file and any medical and **Benefits** information

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- (e) **"Third Party"** means an individual or organization other than the **Trustees**, the **Fund's** employees that are retained by the Fund in order to assist in the administration of the Fund and in providing benefits.
- (f) **"Use"** or derivatives thereof means the treatment, handling and management of Personal Information in the context of administering the **Fund**

2. Summary of Guiding Principles

2.1 The following statements are the guiding principles of this Privacy Policy.

- (a) Accountability - The **Trustees** are responsible for Personal Information under their control, including information transferred to a Third Party for processing, and will designate an individual who is accountable for compliance. The **Trustees** will implement policies and procedures to give effect to these principles and will regularly update them.
- (b) Identifying Purposes – Personal Information is collected for the purpose of determining eligibility for benefits and administering the Plan. The **Trustees** will continue to identify and document why Personal Information is Collected at or before the time of Collection, and will advise the individuals from whom Personal Information is collected of this purpose or any new purposes which may arise.
- (c) Consent - The knowledge and consent of individuals are required for the Collection, Use or Disclosure of Personal Information, except where inappropriate or as permitted or required by law. The **Trustees** will ensure that that **Beneficiaries** understand what they are consenting to and that only Personal Information required to fulfil the explicitly specified and legitimate purposes is Collected and retained. The form of Consent obtained will suit the nature and sensitivity of the Personal Information.
- (d) Limiting Collection - The Collection of Personal Information is limited to that which is necessary for the purposes identified by the **Trustees**, and will be Collected by fair and lawful means.
- (e) Limiting Use, Disclosure and Retention - Personal Information will not be Used or Disclosed for purposes other than those for which it was Collected, unless Consent is obtained or as permitted or required by law. The **Trustees** will only retain information as long as necessary to carry out those purposes. A new Consent will be obtained for new purposes. The **Trustees** will work with the **Fund's** employees to develop policies and implement procedures with respect to the retention and destruction of Personal Information.
- (f) Accuracy - Information will be as accurate, complete and up-to-date as is necessary for the purposes for which it is to be Used.
- (g) Safeguards - Security safeguards appropriate to the sensitivity of the information will be used to protect Personal Information.
- (h) Openness - The **Trustees** will make readily available to individuals specific information about its policies and practices relating to the management of Personal Information, and will include certain information (such as who is the

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responsible person, and how to gain access to the individual's contact information).

- (i) Individual Access - Upon request, an individual will be informed of the existence, Use and Disclosure of his or her Personal Information and will be given access to that information (subject to certain exceptions, such as prohibitive cost or privilege). An individual can challenge the accuracy and completeness of the information and seek appropriate amendments.
- (j) Challenging Compliance - An individual will be able to address a challenge concerning compliance with the above principles to the designated individual(s) accountable for the **Trustees** compliance. The **Trustees** will establish easy-to-use procedures to receive and respond to complaints or inquiries.

3. Scope and Application

3.1 The ten principles which form the basis of the Privacy Policy are interrelated, and subject to the other provisions of this Privacy Policy, the **Trustees** shall adhere to the ten principles as a whole. Each principle must be read in conjunction with the accompanying commentary. The commentary in the Privacy Policy has been tailored to reflect Personal Information issues specific to the **Fund**. In that context, the scope and application of this Privacy Policy are as follows:

- (a) The Privacy Policy applies to Personal Information, including personal health information, about **Beneficiaries** covered by the **Fund** that is Collected, Used or Disclosed by the **Fund**, or the **Fund's** employees or Third Parties related to the **Fund**.
- (b) The Privacy Policy applies to the management of Personal Information in any form whether oral, electronic or written.
- (c) The Privacy Policy does not impose any limits on the Collection, Use or Disclosure of Personal Information beyond those required by applicable law. For example, it does not impose any limits on the Collection, Use or Disclosure of the following information by the **Fund**:
 - (i) an employee's name, title, business address including e-mail address or business telephone or fax number; or
 - (ii) information which has already been provided to the **Trustees** or the **Fund's** employees by residents of British Columbia at the time that this Policy is first implemented, and which remains within the province of British Columbia.

3.2 Throughout the Privacy Policy, a reference to the **Trustees** also means an employee of the **Fund** to whom the **Trustees** have delegated a responsibility or obligation.

4. The Privacy Policy in Detail

The **Trustees** will be governed by the following specific rules in the Use of Personal Information:

4.1 Principle 1 – Accountability

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- (a) The **Trustees** are responsible for ensuring compliance with the provisions of the Privacy Policy. The **Trustees** designate the **Chairperson** and **Co-Chairperson** as the persons accountable for the **Trustees'** compliance with the Privacy Policy.
- (b) An employee employed or retained by the **Trustees** may be designated from time to time to take responsibility for the day to day Collection Use, Disclosure of Personal Information. The **Trustees** shall make known the name and contact information for that employee who has been designated to oversee compliance with the Privacy Policy.
- (c) The **Trustees** are each responsible for Personal Information under their possession or control. The **Trustees** shall use appropriate means to provide a comparable level of protection while information is being processed by a Third Party (see principle 7). The **Trustees** shall implement policies and procedures to give effect to the Privacy Policy including:
 - (i) implement policies and procedures to protect Personal Information and to oversee the **Fund's** compliance with the Privacy Policy;
 - (ii) establish policies and procedures to receive and respond to inquiries or complaints;
 - (iii) communicate to the **Fund's** employees, and Third Parties the policies and procedures for collecting, using, storing and disclosing Personal Information;
 - (iv) provide appropriate training to Fund's employees to ensure Personal Information is being protected in accordance with the Privacy Policy; and
 - (v) develop information or procedures to explain or enhance the Privacy Policy and ensure regular reviews.

4.2 **Principle 2 - Identifying Purposes for Collection of Personal Information**

- (a) The **Trustees** Collect Personal Information only for the following purposes:
 - (i) to properly manage and administer the **Fund** including, without limitation, compliance with the fiduciary obligations and responsibilities of the **Trustees**;
 - (ii) to ensure that **Beneficiaries** are provided with **Benefits** under the **Fund** to which those **Beneficiaries** are entitled;
 - (iii) to provide an opportunity to **Beneficiaries** to appeal any denial of **Benefits** under the **Fund**;
 - (iv) to meet legal and regulatory requirements; and
 - (v) to meet the obligations which the **Trustees** have under the **Trust Agreement**.

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- (b) Personal Information (which for certainty includes personal health information) is necessarily Collected from a **Beneficiary** in order for that **Beneficiary** to obtain and maintain eligibility in the **Fund**, and also at a time when any **Benefit** claims or appeals are made. That same form will outline the Use and Disclosure of the Personal Information being provided. A **Beneficiary** may be asked by the provider of a health service to provide Personal Information which will then be used by that health **service provider** in making a **Benefit** claim on behalf of the **Beneficiary**. Examples of information collected are as follows:
- (i) when a **Beneficiary** initially begins participation in the **Fund**, individually identifying information is collected from that **Beneficiary**. At that time, the **Beneficiary's** Consent is obtained to collect the information. Examples of Personal Information collected are (but may not be limited to):
- (A) Social Insurance Number;
 - (B) birthdates of each **Beneficiary**;
 - (C) designation of spouse and dependents who may be covered under the plan;
 - (D) proof of overage dependent's full-time enrolment in school; and
 - (E) designation of a beneficiary under life insurance coverage.
- (ii) when a **Beneficiary** makes a claim on the **Fund**, the following are examples of the type of additional information that is collected from the **Beneficiary**:
- (A) the nature of medical services performed;
 - (B) the medical personnel involved;
 - (C) any drugs or other medical requirements; and
 - (D) the cost of services provided.
- (iii) when a **Beneficiary** appeals a decision made by the **Trustees** in relation to **Benefits** denied or for any other reason, the **Trustees** necessarily must review all relevant Personal Information and relevant personal health information regarding that **Beneficiary** in considering an appeal. However, the identity of the Beneficiary will remain anonymous to the Trustees.
- (c) The **Trustees** shall specify orally, electronically or in writing the specific identified purposes to the **Beneficiary** at or before a time Personal Information is collected.
- (d) Unless required or permitted by law, or expressly authorized by the **Beneficiary**, the **Trustees** shall not Use or Disclose for any purpose new Personal Information

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that has been Collected without first identifying and documenting the new purpose and obtaining the Consent of the **Beneficiary**.

4.3 **Principle 3 - Obtaining Consent for Collection, Use or Disclosure of Personal Information**

- (a) Meaningful Consent of a **Beneficiary** is required for the Collection, Use, or Disclosure of Personal Information, except where it is inappropriate, permitted or required by law. For example, the **Trustees** may Collect or Use Personal Information without knowledge or Consent if it is clearly in the interests of the individual and Consent can not be obtained in a timely way, such as when the individual is seriously ill or mentally incapacitated. It may also be used if the **Trustees** are investigating whether a claim for a **Benefit** is fraudulent or ineligible. To obtain meaningful consent, the individual must understand what they are consenting to.
- (b) The **Trustees** may also Collect, Disclose or Use Personal Information with the written Consent of the **Beneficiary's** authorized agent, legal representative, or guardian.
- (c) As noted in clause 4.3(a) below, the **Trustees** may Use or Disclose Personal Information without knowledge or Consent where permitted or required by applicable law. Examples of use or disclosure of Personal Information without knowledge or consent include:
 - use of Personal Information without knowledge or consent in the case of an emergency where the life, health or security of an individual is threatened;
 - disclosure of Personal Information without knowledge or consent to a government institution where permitted or required by law;
 - disclosure of Personal Information without knowledge or consent to a government institution, an individual's next of kin, or authorized representative if necessary to identify an individual who is injured, ill or deceased. If alive, the individual has to be informed without delay in writing that the disclosure took place; and
 - to a lawyer representing the **Trustees**.
- (d) The **Trustees** may also Collect, Use or Disclose Personal Information without knowledge or Consent if seeking the Consent of the individual might defeat the purpose of Collecting the information, such as in the investigation by the **Trustees** of a breach of an agreement (such as the eligibility rules or insurance policy maintained by the **Trustees**) or a contravention of a federal or provincial law that has been, is being or is about to be committed, or detecting or suppressing fraud or of preventing fraud that is likely to be committed
- (e) In obtaining a **Beneficiary's** Consent, the **Trustees** shall use reasonable efforts to ensure that a **Beneficiary** is advised of the identified purposes for which Personal Information will be Used or Disclosed in a manner that can be reasonably understood by the **Beneficiary**.
- (f) Generally, the **Trustees** shall seek consent to Use and Disclose Personal Information at the same time it Collects the information. However, the **Trustees** may seek Consent to Use and Disclose Personal Information after it has been collected, but before it is Used or Disclosed for a new purpose.

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- (g) Effective January 1, 2004, the **Trustees** will require **Beneficiaries** to consent to the Collection, Use or Disclosure of Personal Information as a condition of making a claim for a **Benefit** or an appeal regarding the denial of **Benefits**.
- (h) In determining the appropriate form of consent, the **Trustees** shall take into account the sensitivity of the Personal Information and the reasonable expectations of its **Beneficiaries**.
- (i) For the time period prior to January 1, 2004, the making of a claim for **Benefits** by a **Beneficiary** resident in British Columbia or the **Beneficiary** seeking to become or remain a participant in the **Fund** constitutes implied Consent for the **Trustees** to Collect, Use and Disclose Personal Information that is kept within British Columbia for all identified purposes. This implied Consent applies to all information Collected from a British Columbia resident that is kept in the province for the purposes set out herein, whether that information is Collected orally, electronically, or in writing, either directly through the **Beneficiary**, or indirectly through the **Beneficiary's** health services provider or another means.
- (j) A **Beneficiary** may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. The **Fund** shall inform the **Beneficiary** of the implications of such withdrawal. If a **Beneficiary** withdraws consent to Collect, Use or Disclose Personal Information, the **Beneficiary** may be denied **Benefits** under the **Fund**, as those **Benefits** cannot be implemented without Personal Information about a **Beneficiary**. **Beneficiaries** may contact the **Fund's** office for more information regarding the implications of withdrawing Consent.

4.4 **Principle 4 - Limiting Collection of Personal Information**

- (a) The **Trustees** shall limit the collection of Personal Information to that which is necessary for the purposes identified by the **Trustees**. The **Trustees** shall Collect Personal Information by fair and lawful means.
- (b) The **Trustees** shall collect Personal Information for the purposes stated in section 4.2 and the purpose will be provided to Beneficiaries at the time the Personal Information is collected.
- (c) The **Trustees** Collect Personal Information primarily from **Beneficiaries**. The **Trustees** may also Collect Personal Information directly from a health services provider submitting an electronic claim form. The **Trustees** may also Collect Personal Information from other sources including health care agents, employers, a **Local** or union, or other Third Parties who represent that they have the right to disclose the information.

4.5 **Principle 5 - Limiting Use, Disclosure, and Retention of Personal Information**

- (a) The **Trustees** shall not Use or Disclose Personal Information for purposes other than those for which it was Collected, except with the Consent of the individual or as permitted or required by law. The **Trustees** shall retain Personal Information only as long as necessary for the fulfilment of those purposes or as required by law. Personal Information will be retained in accordance with the retention periods established by the **Trustees**.

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- (b) The **Trustees** may disclose Personal Information about **Beneficiaries**:
 - (i) to a person who in the reasonable judgment of the **Trustees** is seeking the information as an authorized agent of a **Beneficiary**;
 - (ii) for normal **benefits** administration;
 - (iii) where Disclosure is permitted or required by law.
- (c) Only the **Trustees'** or the **Fund's** employees or Third Parties retained by the **Trustees** who require the information in order to administer the fund on behalf of the Trustees, or whose duties reasonably so require, are granted access to Personal Information about **Beneficiaries**. The following persons are designated as those with access to personal information in order to administer the Fund:
 - (i) each of the **Trustees**;
 - (ii) those **Fund** employees that must necessarily deal with a claim or an appeal by a **Beneficiary**;
 - (iii) the **consultant**, and those employees of the **consultant**, with whom the **Trustees** may consult in dealing with a claim or an appeal;
 - (iv) **legal counsel** to the **Trustees**, and those partners and employees of **legal counsel** who must necessarily assist the **Trustees** in respect to a claim or an appeal, either generally or specifically;
 - (v) the Third Parties retained by the **Trustees**, and those employees of the Third Parties who deal with the administration of the Fund, providing benefits or are reviewing a claim or an appeal (whether such appeal is to the benefit provider or to the **Trustees**);
 - (vi) a business manager, business representative or business agent of the **Local** where the **Beneficiary** is working or where the **Beneficiary** is a **member** of such **Local**;
 - (vii) the **Auditor** of the **Fund**, in auditing the financial statements of the **Fund**;
 - (viii) any other Third Party to whom the **Trustees** deem it necessary to release Personal Information for the purposes set out herein.
- (d) The **Trustees** shall not record Personal Information of a **Beneficiary** in minutes of **Trustees'** meetings, agendas or other supporting documentation, unless necessary in the circumstances.
- (e) The **Trustees** shall keep Personal Information of a **Beneficiary** only as long as it remains necessary, relevant for the identified purposes, or as required by law.
- (f) Depending on the circumstances, where Personal Information has been used to make a decision about a **Beneficiary**, the **Trustees** shall retain, for a period of time that is reasonably sufficient to allow for access or appeal by the

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Beneficiary, either the actual information or the rationale for making the decision.

- (g) The **Trustees** shall maintain reasonable and systematic controls, policies and practices for information with respect to records retention and destruction, which apply to Personal Information that is no longer necessary or relevant for the identified purposes or required by law to be retained. Such information shall be destroyed, erased or made anonymous.

4.6 Principle 6 - Accuracy of Personal Information

- (a) Personal Information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.
- (b) Personal Information used by the **Trustees** shall be sufficiently accurate, complete, and up-to-date to minimize the possibility that inappropriate information may be used to make a decision about a **Beneficiary**.
- (c) The **Trustees**, the **Administrator**, or the employees of Third Parties retained by the **Trustees**, from time to time, for the Collection and processing of Personal Information shall update Personal Information about **Beneficiaries** as and when necessary to fulfil the identified purposes or upon notification by the individual.

4.7 Principle 7 - Security Safeguards

- (a) The **Trustees** shall protect Personal Information of a **Beneficiary** by security safeguards appropriate to the sensitivity of the information.

The methods for protection shall include:

- (i) physical measures, for example, locked filing cabinets and restricted access to offices;
 - (ii) organizational measures, for example, limiting access on a 'need to know' basis; and
 - (iii) technical/electronic measures, for example the use of passwords and encryption.
- (b) Information Collected, Used and Disclosed by the **Trustees** about **Beneficiaries** is Personal Information related to the provision of **Benefits** for the **Beneficiaries** and their families and is considered to be sensitive information, and the **Trustees** shall take all reasonable steps to protect the security of the information, including limiting access to the information to those individuals deemed in clause 4.1(a) and (b) above, or those individuals listed in 4.5(c) if necessary in the circumstances.
 - (c) The **Trustees** are committed to ensuring that the appropriate security measures are employed in the transfer of Personal Information electronically. In utilizing, where appropriate, electronic or wireless communication, the **Trustees** will advise users of such communications that complete confidentiality and security of the transmitted communication is not assured. The **Trustees** will utilize

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reasonable electronic security measures, including the suppression of "cookies" as is appropriate and customary for benefit plans. These procedures are in addition to those set out in Clause 4.7(d) of this Policy.

- (d) The **Trustees** shall protect Personal Information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures. The **Trustees** shall protect the information regardless of the format in which it is received and held.
- (e) The **Trustees** shall protect Personal Information disclosed to Third Parties either by contractual agreements stipulating the confidentiality of the information and the purposes for which it is to be used, or through the professional obligations which such Third Parties have.
- (f) All of the **Trustees**, the **consultant, legal counsel**, the **Fund** employees or other Third Parties with access to Personal Information shall be required to respect the confidentiality of that information by written acknowledgements or professional obligations as appropriate.
- (g) In the event of a security breach involving Personal Information, the Board of Trustees and/or the Plan Administration will follow the procedures outlined in the Trust's **Privacy Breach Procedures** document.
- (h) The **Trustees** shall review and update the security safeguards regularly to ensure they are up to date, and that you have addressed any known vulnerabilities through regular security audits and/or testing.
- (i) The **Trustees** will regularly conduct reviews to ensure its employees are aware of the importance of maintaining the security and confidentiality of personal information, and ensure there is regular staff training on security safeguards.

4.8 **Principle 8 - Openness Concerning Policies and Practices**

- (a) The **Trustees** shall make readily available to **Beneficiaries** employees and Third Parties its policies and practices relating to the management of Personal Information.
- (b) The **Trustees** shall make information about its policies and practices easy to understand. The information made available shall include:
 - (i) the title and address of the person or persons accountable for the **Trustees'** compliance with the **Trustees** Privacy Policy and to whom inquiries or complaints can be forwarded (as described in clause 4.1(b) above) is:

Privacy Officer
I.A.T.S.E. Local 667/669 Health & Welfare Trust
122-3823 Henning Drive
Burnaby, BC V5C 6P3
 - (ii) the means of gaining access to Personal Information held by the **Trustees**; and

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- (iii) a description of the type of Personal Information held by the **Trustees**, including a general account of its Use.
- (iv) a copy of any brochures or other information that explain the Trust's policies, standards or codes; and
- (v) what personal information is made available to Third Parties or related organizations.

4.9 **Principle 9 - Access of a Beneficiary to Personal Information**

- (a) The **Trustees** shall inform a **Beneficiary** of the existence, Use, and Disclosure of his or her Personal Information upon written request of a **Beneficiary**, and shall give the individual access to that information. A **Beneficiary** shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.
- (b) Upon written request, the **Trustees** shall afford a **Beneficiary** a reasonable opportunity to review the Personal Information in the individual's file. Personal Information shall be provided in an understandable form no later than 30 days after the date of receipt of the request or such longer period permitted by applicable law, and at a minimal or no cost to the individual.
- (c) In certain situations, the **Trustees** may not be able to provide access to all the Personal Information that it holds about a **Beneficiary**. For example:
 - (i) if doing so would likely reveal Personal Information about another beneficiary (including a spouse or dependent) or could reasonably be expected to threaten the life or security of another individual;
 - (ii) if Disclosure would reveal confidential commercial information;
 - (iii) if the information is protected by solicitor - client privilege;
 - (iv) if the information was generated in the course of a formal dispute resolution process or litigation; or
 - (v) if it is reasonable to expect that knowledge of the information would compromise the availability or accuracy of the information and the collection is reasonable for purposes relating to the investigation of a breach of an agreement or contravention of the laws of Canada or a province.
- (d) If access to Personal Information cannot be provided, the **Trustees** shall provide the reasons for denying access upon request.
- (e) Upon written request, the **Trustees** shall provide an account of the Use and Disclosure of Personal Information and, where reasonably possible, shall state the source of the information. In providing an account of Disclosure, the **Trustees** shall provide the names of the individuals and organizations the **Trustees** have

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disclosed the Personal Information to and in which situations the Personal Information was disclosed.

- (f) In order to safeguard Personal Information, a **Beneficiary** may be required to provide sufficient identification information to permit the **Trustees** to account for the existence, Use and Disclosure of Personal Information and to authorize access to the individual's file. Any such information shall be used only for this purpose.
- (g) The **Trustees** shall promptly correct or complete any Personal Information found to be inaccurate or incomplete. Any unresolved differences as to accuracy or completeness shall be noted in the individual's file. Where appropriate, the **Trustees** shall transmit to Third Parties having access to the Personal Information in question any amended information or the existence of any unresolved differences.
- (h) **Beneficiaries** can obtain information or seek access to their individual files by contacting the person designated in clause 4.8 (b) (i) above.

4.10 Principle 10 - Challenging Compliance

- (a) A **Beneficiary** is entitled to make inquiries or complaints concerning compliance with the above principles to the designated person or persons accountable for the **Trustees'** compliance with the Privacy Policy.
- (b) The **Trustees** shall maintain procedures for addressing and responding to all inquiries or complaints from **Beneficiaries** about the **Trustees'** handling of Personal Information. In particular, the **Trustees** designate the individual named in clauses 4.8 (b) (i) above as the person to whom a **Beneficiary** may make an inquiry or complaint. That person will investigate the inquiry or complaint, and will report to the **Trustees**. A decision will be made about the inquiry or complaint and will be relayed to the **Beneficiary** on a timely basis in writing. The response time will necessarily depend on the nature of the inquiry or complaint, but in any case, will not be longer than 30 days from the time the inquiry or complaint is received by the designated person or such other longer period permitted by applicable law.
- (c) The **Trustees** shall inform the **Beneficiary** as soon as practical about the existence of the complaint procedure in clause 4.10 (b) above, and shall provide the **Beneficiary** with a copy of the Trust's Privacy Policy for reference.
- (d) The person or persons accountable for compliance with the Privacy Policy may seek external advice, including but not limited to legal advice, where appropriate before providing a response to individual complaints.
- (e) The **Trustees** shall investigate all complaints concerning compliance with the Privacy Policy. If a complaint is found to be justified, the **Trustees** shall take appropriate measures to resolve the complaint including, if necessary, amending its policies and procedures. A **Beneficiary** shall be informed of the outcome of the investigation regarding his or her complaint.

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5. Mandatory Breach Reporting

5.1 The Trustees shall report to the appropriate authority any breach of security safeguards involving personal information under its control if it is reasonable in the circumstances to believe that the breach creates a real risk of significant harm to an individual. In addition, the Trustees shall notify an individual of any such breach, if it is reasonable in the circumstances to believe that the breach creates a real risk of significant harm to the individual. The Trustees will also notify Third Parties if appropriate to notify them of the data breach if they believe the organization has the ability to reduce the risk of harm or mitigate the harm.

5.2 The Trustees will also maintain a record of all security incidents involving personal data for 24 months after the date the breach is confirmed.

Approved and adopted by the Board of Trustees as of the 25 day of March 2023, as evidenced by the signatures of the Chairperson and Co-Chairperson set out below.

Chairperson

Co-Chairperson