

Identified Purposes Consent Accuracy

Limiting Collection & Retention of Personal Information

The CG&B Group Inc. will only collect, use or disclose Personal Information that is necessary for the Identified Purposes or as required by law. If we require Personal Information for any other purpose, you will be notified of the new purpose, and subject to your consent, that new purpose will become an Identified Purpose. The CG&B Group Inc. will only collect Personal Information by fair and lawful means. We will retain Personal Information only as long as is necessary for the fulfillment of the Identified Purposes.

Challenging Compliance

If you are not satisfied with The CG&B Group Inc.'s response to a privacy related inquiry or complaint, you may contact the **Office of the Privacy Commissioner of Canada** during business hours at 1-800-282-1376 or at www.privcom.gc.ca.



CG&B East

120 South Town Centre Blvd. Markham, Ontario
L6G 1C3
Telephone: 905-479-6670
Fax: 905-479-9164
Toll free: 1-800-267-6670

CG&B West

1270 Central Parkway West Suite 200
Mississauga, Ontario
L5C 4P4
Telephone: 905-615-8641
Fax: 905-615-8642
Toll free: 1-800-615-4746

<http://www.cgbgroup.com>

* In this Policy, "customer", "you" or "your" includes any individual who has requested, applied for or been supplied with products or services (including claims services) by The CG&B Group Inc. including any other individual for whom the customer has acted as agent, guardian or representative.



The CG&B Group Inc.

Consent Accuracy Challenges

Limiting Collection & Retention of Personal Information Safeguards

The CG&B Group Inc. is committed to protecting your privacy and the confidentiality of your personal information. In order to comply with privacy legislation, we have developed this Privacy Policy. Any personally identifiable information about a customer* is considered personal information (“Personal Information”) and will be treated in accordance with this Privacy Policy.

Identified Purposes

The CG&B Group Inc. only collects, uses and discloses Personal Information for the following purposes:

- Offering and providing insurance and financial products and services to you;
- Establishing and maintaining communications with you;
- Verifying your identity and the accuracy of your Personal Information with government agencies, industry associations, brokers or insurers;
- Analyzing and assessing risks on a prudent basis;
- Determining and facilitating your payment of fees and premiums;
- Investigating and paying claims;
- Detecting and preventing fraud or other illegal activities;
- Compiling statistics;
- Complying with the law or the requests of law enforcement agencies or regulators; and
- Notifying you or allowing our affiliated companies to notify you of certain products or services offered by us, or our affiliated companies.

In this Privacy Policy, the above list of identified purposes will be referred to as the “Identified Purposes”.

Consent

Your knowledge and consent of The CG&B Group Inc.’s collection, use and disclosure of your Personal Information is critical. We rely on the following actions by you as indications of your consent to our existing and future Personal Information practices:

- Your voluntary provision of Personal Information directly to The CG&B Group Inc. or through an insurance broker or representative for the purpose of acquiring an insurance contract or financial service or product (including information previously provided to The CG&B Group Inc.);
- Your express consent or acknowledgement contained within a written, verbal or electronic application process;
- Your consent solicited by The CG&B Group Inc. (or our agent) for a specified purpose;
- Your receipt of this Privacy Policy, until you notify The CG&B Group Inc. of a withdrawal of this consent; or
- Your consent given through your authorized representative such as a legal guardian, agent or holder of a power of attorney.

Subject to certain legal or contractual restrictions and reasonable notice, you may withdraw this consent at any time. The CG&B Group Inc. will inform you of the consequences of withdrawing your consent. In some cases, refusing to provide certain Personal Information or withdrawing consent for The CG&B Group Inc. to collect, use or disclose your Personal Information could mean that we cannot provide you with

insurance coverage or other requested products, services or information. If you wish to withdraw your consent to be notified of marketing initiatives, please call us at 1-800-267-6670.

Accuracy

The CG&B Group Inc. will maintain your Personal Information as accurate, complete and up-to-date as is necessary for the Identified Purposes.

Safeguards

The CG&B Group Inc. will protect your Personal Information by security safeguards appropriate to the sensitivity of the information. Safeguards will vary depending on the sensitivity, format, location and storage of the Personal Information.

Accountability, Openness & Customer Access

The CG&B Group Inc. is responsible for all Personal Information under its control and has designated a Privacy Officer who is accountable to our Board of Directors for The CG&B Group Inc.’s compliance with this Privacy Policy.

A copy of this Privacy Policy (and any future updates) can be obtained from our website at www.cgbgroup.com. If you have any questions about this Privacy Policy or your Personal Information, please call us at 1-800-267-6670. When you call us, we may confirm your identity by asking you to confirm certain Personal Information and you may be directed to send us certain requests in writing.