

Fidelity Clearing Canada Privacy Policy

Overview

The purpose of this Privacy Policy is to explain how Fidelity Clearing Canada, ULC (FCC) collects, uses, discloses and protects personal information (information about identifiable natural persons, referred to in this policy as “individuals”). This policy applies to all accounts carried by FCC and is to be read in conjunction with the agreements governing the services we render for our clients, including our broker/dealer clients to which we provide clearing and other related services. This Privacy Policy also serves to govern the conduct of all FCC employees with regard to personal information.

FCC is committed to maintaining the privacy and confidentiality of all personal information under our care.

The words “we”, “us” or “our” in this policy refer to FCC and its affiliates which provide securities brokerage, clearing and custody services.

Collecting and using personal information

FCC may collect personal information about individuals from their broker/dealer or from any of the following sources:

- Applications or forms (for example, name, address, social insurance number, birth date, assets, and income).
- Transactional activity in an individual’s account (for example, trading history and balances).
- Consumer reporting agencies (for example, to assess an individual’s credit worthiness for margin products).
- Other third-party service providers (for example, to verify an individual’s identity and to better understand his or her product and service needs).
- Other sources with consent (which an individual may have provided to his or her broker/dealer or other institutions for example, where positions are transferred into FCC).

We use the personal information we obtain for the following purposes:

- In the normal course of business operations to open, maintain, administer, or service client accounts, including, without limitation, for purposes of facilitating the account opening process and the provision of customer service (including services rendered by third party agents or affiliates).
- To comply with applicable federal and provincial laws and industry-specific regulations.
- To verify an individual’s identity and protect against fraud.
- To perform audits and accounting functions.
- To perform surveillance, compliance, and reporting activities required by law.

- To ensure disaster recovery services (which may include trans-border transfers of information).

Disclosing personal information

FCC does not sell or share personal information with third parties for their use in marketing their own products and services.

FCC may disclose personal information that we collect including about our customers, prospects, former customers and personal information we use in the course of providing our services to our broker/dealer clients, and where we are required or permitted to do so under law or regulation, for example, to any law enforcement agency, securities regulatory authority or self-regulatory organization.

FCC may disclose personal information to its affiliates (which may include trans-border transfers of personal information as outlined below) in connection with all of the purposes for which FCC uses personal information, including without limitation, to open, maintain, administer, or service client accounts.

FCC may also disclose personal information, in accordance with applicable law, in connection with a contemplated or actual reorganization of its business, a financing or an assignment, sale or other transaction involving the disposal of all or part of its business or assets, including for the purpose of permitting the parties to a contemplated transaction to conduct the due diligence required to determine whether the transaction should proceed. FCC will endeavour, in any assignment or sale, to ensure that the assignee or purchaser may only use and disclose personal information it obtains from FCC for substantially the same purposes as described in this policy. FCC may also disclose personal information for the purpose of obtaining insurance coverage and making claims under its insurance policies.

By opening or maintaining an account with FCC, individuals consent to the disclosure of their personal information to a third party or affiliate in the circumstances and for the purposes described above.

Transferring personal information

FCC may share personal information that we collect about our customers, prospects, former customers and customers of our broker-dealer clients with our broker-dealer clients and non-affiliated third parties as follows:

- To service providers who assist us in serving our clients;
- To legal counsel for the purpose of obtaining legal advice.

Our service providers are obligated to keep the personal information that we share with them confidential, to use it only to provide services specified by FCC, and to protect that information to a degree comparable to the degree of protection provided by FCC. In the event that any of our service providers are outside of Canada, the service provider is bound by, and your information may be disclosed in accordance with, the laws of the jurisdiction in which the service provider operates, including to the government or government agencies in that jurisdiction. At present our service providers are located in either Canada or the U.S.

How we protect information about you

FCC considers the protection of personal information to be a foundation of customer trust.

We employ physical, technological and organizational controls, and we regularly adapt these controls to respond to changing requirements and advances in technology.

Within FCC, we restrict access to personal information on a need-to-know basis to those who require it to develop, support, and deliver our products and services. Personal Information is stored only as long as it is required and/or as dictated by law.

Access to information

FCC makes every reasonable effort to ensure that personal information is accurate and up-to-date, and in this regard, relies on our broker-dealer clients and individual customers to give us notice of changes to the personal information in our records. Except in limited circumstances set out in law, individual customers may access and update their personal information in our records at any time by writing to:

FCC
Client Service Department
483 Bay Street
Bell Trinity Square, South Tower
Suite 200
Toronto, Ontario M5G 2N7

Inquiries or complaints

FCC's Compliance department is responsible for monitoring compliance with this Privacy Policy. Inquiries or complaints regarding this Privacy Policy should be directed to:

FCC
Chief Compliance Officer
483 Bay Street
Bell Trinity Square, South Tower
Suite 200
Toronto, Ontario M5G 2N7
416-216-2604