



Mississauga Board of Trade PRIVACY POLICY

Introduction

Protecting the privacy and the confidentiality of personal information -- over the Internet, on the telephone, or through our offices -- has always been fundamental to the way Mississauga Board of Trade (MBOT) conducts its affairs. MBOT operates on the basis of a Privacy Policy and related procedures that guide the handling of the personal information collected.

We have created this privacy statement in order to demonstrate MBOT's firm commitment to protecting the privacy of our members, guests, partners, potential website visitors and Internet users. This policy and related procedures are consistent with the Canadian Standards Association Model Code for the Protection of Personal Information (herein "CSA Model Code") and applicable privacy legislation.

Privacy Statement

This policy deals only with personal information handled by MBOT. Personal information is information about an identifiable individual, excluding business contact information. The following explains how MBOT handles personal information. MBOT reserves the right to change this policy and it may be updated periodically. These changes may affect the use of personal information. Accordingly, please check for changes regularly.

Accountability

MBOT is accountable for all personal information under its control. MBOT's Privacy Officer is our President & CEO, who is designated as responsible for MBOT's privacy policy. The Privacy Officer can be reached by:

- E-mail: ceo@mbot.com
- Telephone: 905-273-6151 ext. 270
- Fax: 905-273-4937 or
- Mail: Mississauga Board of Trade
701-77 City Centre Drive
Mississauga, Ontario L5B 1M5

Any questions about MBOT's handling of personal information should be directed to the Privacy Officer. Please see below for more information about the process for referring questions about the Board's

handling of personal information in the section entitled “Accuracy of and Access to Personal Information Collected.”

Purposes of Personal Information

The purpose for which MBOT collects personal information will be identified at or before the time the information is collected. Personal information may be collected for such purposes as:

- Administering MBOT membership and providing member services;
- Registering for MBOT events, for example the Annual General Meeting;
- Purchasing various products or services including, but not limited to document certification, or publications; and
- Processing and administering the above or other purposes as necessary.
- MBOT will not use personal information for any other purpose than identified at or before the time of collection.

Member Services

MBOT may collect employee contact information from its members in order to:

- Send out newsletters and other relevant information;
- Inform members of upcoming MBOT events; and
- Send out invoices and otherwise administer MBOT membership.

This contact information is voluntarily provided by MBOT members. Members may, at any time, be taken off of MBOT mailing lists at their request.

Through external merchants, MBOT offers various services to its members through programs including but not limited to:

- ESSO Direct Driver Billing program
- TD Canada Trust VISA Merchant program

Members who chose to participate in these programs should refer directly to the privacy policies of the sponsoring companies. MBOT does not collect, use or retain any personal information from these programs.

Consent

MBOT seeks consent for all personal information we collect, use and disclose through information provided to individuals prior to collection, or at the time of collection.

If information has been voluntarily provided, this is interpreted as consent to the collection, use and disclosure of personally identifiable information as described in this Privacy Policy. As required by the CSA Model Code, MBOT will not use personal information for any purpose other than that for which consent has been provided. Should MBOT require use of personal information for a new purpose, consent will be sought for that new use.

Limits for Collecting, Using, Disclosing and Keeping Personal Information

MBOT does not collect, use or disclose personal information of individuals except when individuals give consent and provide the information on a voluntary basis. There may be occasions where more specific personal information is necessary for MBOT to proceed with a request for information, or provide a product or service. In all cases, MBOT will describe the information required. In all such cases, MBOT limits the amount and type of information collected to only the personal information that is required to provide the individual with the requested information, product, or service. MBOT collects only information that is voluntarily provided by the individual and undertakes that such information will be kept strictly confidential.

MBOT retains personal information only as long as is necessary to provide the individual with the requested product, service or information and delete or destroy this information after that time. For example, if personal information is given to register for an event, the personal information will only be used for this event and will then be deleted or destroyed. In some cases, however, legal reporting and retention requirements necessitate that MBOT retains information for a specific amount of time. In general, MBOT retains personal information for a period not longer than two years.

MBOT does not sell or trade any personal information with third parties. In specific cases MBOT may transfer information to service providers where information processing is outsourced by MBOT in course of administrative procedures or member services. Where personal information is transferred to a service provider for processing, MBOT requires the service providers to respect this Privacy Policy. Service providers are restricted from using or disclosing personal information transferred to them for any purpose other than the provision of services to the MBOT.

Any personal information that MBOT retains is kept in such a manner as to ensure its security and confidentiality at all times.

Safeguarding Personal Information

MBOT respects the privacy of its members, partners, potential website visitors and Internet users and will protect that privacy as vigorously as possible. Personal information is stored in electronic and physical files that are secure. Security measures include secure locks on filing cabinets, and using industry standard techniques such as firewalls, encryption, intrusion detection and restricted access to computers. Unfortunately, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, while MBOT strives to protect personal information, it cannot ensure or warrant the security

of any information transmitted to it or received from it electronically. This is especially true for information transmitted via e-mail. MBOT has no way of protecting that information until it reaches it. Once a transmission is received, MBOT makes its best efforts to ensure its security on its servers.

Accuracy of and Access to Personal Information Collected

MBOT makes every effort to keep personal information as accurate, complete, current and relevant as necessary for the identified purposes. MBOT does not routinely update personal information. MBOT makes readily available to individuals its Privacy Policy and related procedures for managing personal information. MBOT provides access to the Privacy Policy and related procedures are provided on Mississauga Board of Trade's website. Any questions about the handling of personal information by MBOT can be raised with the Privacy Officer.

At the written request of an individual, he or she may view or edit their personal information as collected by MBOT. MBOT will inform them of what personal information it has about the individual, what it is being used for and, in cases where it has been disclosed, to whom it has been disclosed. There may be exceptional circumstances as provided by the CSA Model Code under which MBOT may not be able to give an individual access to personal information about them by MBOT. In this case MBOT will explain the reason for this lack of access, as provided by the CSA Model Code.

To make a request, please send a letter or fax addressed to our Privacy Officer at the address indicated on page 1. In any written request, please include the following information:

- Contact details,
- Membership number, and
- The nature of your request, including whether you wish to view and/or edit information or inquire regarding the use and/or disclosure. MBOT will require acceptable proof of your identification before providing a response.

If an inquiry concerns a specific transaction, please indicate the date of the transaction, and provide a receipt number if applicable.

MBOT will do its best to reply to requests in no later than thirty days after receipt of the request, or if it is not able to respond within this time period, a notice of extension will be sent. If MBOT is not able to disclose all the personal information, MBOT holds on you, MBOT will give you a reason for the inability to do so, unless prohibited by law.

Questions

Any questions or comments about MBOT's handling of personal information should be directed to the Privacy Officer.

Use of Mississauga Board of Trade's Website

Mississauga Board of Trade believes that online privacy is important to the success of the Internet and electronic commerce in general and is strongly committed to each visitor's right to privacy. This statement sets forth MBOT Privacy Policy for its website located at www.mbot.com and describes the practices that MBOT follows in respect to the privacy of the users of this site. By accessing and using materials from this website or sending or posting materials to it, you (the "user") agrees to the terms of this privacy commitment and to our practices to collect, use or disclose personal information.

This Privacy Statement may be updated periodically to reflect enhancements to MBOT's website that may affect the use of personal information. Accordingly, please check back periodically.

Information on this Website

Information which includes all facts, data and other information, collectively the "Information" in the pages of this website is of a general nature, is intended only for informational purposes, is subject to change without notice, and is not intended to be relied on by visitors as binding legal advice on any particular matter.

Individual information provided to MBOT to gain access to any feature of this website will not be sold or made available to any third party, except where information processing is outsourced by the MBOT in the course of its regular administrative procedures.

MBOT reserves the right to perform statistical analyses of aggregated user behavior and characteristics, in order to measure interest in and use of the various sections of its site so as to improve design and navigation and to gather information for marketing purposes. Only aggregated data from these analyses, not individual data, will be used for this purpose.

"Cookies" are not attached to MBOT's website. A "cookie" is a piece of data that is stored on the hard drive of a computer that contains information about use of the website. Other websites may contain "cookies" that accumulate information about website use, for example a record of the websites that an individual has visited.

Accuracy of the Information on this Website

The information is believed to be accurate, complete and current when posted, but MBOT cannot guarantee that it will remain accurate or complete or that it will be current at all times.

MBOT is not responsible for direct, indirect, special or consequential damages, regardless of the cause, arising out the use of this website.

Accuracy of Information on Linked Websites

Through the links to other sites found on MBOT's website, the user may enter domains that are beyond the boundaries of the MBOT and, once there, MBOT is not responsible for the privacy practices or the content of these websites. MBOT has no control over the accuracy, completeness or relevance of the information on these sites and provides links to these sites solely for the information and convenience of visitors to our website.

Copying Information from this Website

The information on MBOT's website may be used or copied provided that it is used or copied accurately, or is used in its entirety and/or that the source of the information is clearly identified. Only a member of MBOT may use the information for commercial purposes. MBOT is not responsible for the way in which the information may be used or copied. MBOT reserves the right to change, delete or add information at any time.