

W. CALLAWAY PROFESSIONAL CORPORATION

FREQUENTLY ASKED QUESTIONS

September 2019

Q. Why does W. Callaway Professional Corp. collect personal information about its CLIENTS/CUSTOMERS?

A. W. Callaway Professional Corp. collects personal information for the following purposes only:

Accounting, tax and consulting advice or services

Q. Who is responsible for W. Callaway Professional Corp.'s personal information management practices?

A. Responsibility for W. Callaway Professional Corp.'s personal information management practices, including compliance with the provisions of The W. Callaway Professional Corp. Privacy Code, rests with the W. Callaway Professional Corp. Privacy Officer who can be reached at 403-932-5433 or via bill@wcallaway.com.

Q. How does W. Callaway Professional Corp. protect my personal information?

A. W. Callaway Professional Corp. protects your personal information against such risks as loss or theft, unauthorized access, disclosure, copying, use, modification or destruction, through appropriate security measures, regardless of the format in which it is held. W. Callaway Professional Corp.'s employees follow procedures to protect and safeguard your personal information.

Q. As a W. Callaway Professional Corp. CLIENT/CUSTOMER, can I place restrictions on the collection, use and disclosure of my personal information?

A. Yes. You may refuse or withdraw your consent at any time. Please see The W. Callaway Professional Corp. Privacy Protection Pledge for details.

Q. How can I best understand how W. Callaway Professional Corp. deals with the collection, use and disclosure of my personal information?

A. The W. Callaway Professional Corp. Privacy Protection Pledge sets out our commitment to protecting your privacy. More detailed information can be found in The W. Callaway Professional Corp. Privacy Code.

Q. How is personal information defined under the *Personal Information Protection and Electronic Documents Act (Canada)*?

A. Personal information is defined as any information about an identifiable individual, but does not include the name, title, business address or telephone number of an employee of an organization.

Q. Why has W. Callaway Professional Corp. made available The W. Callaway Professional Corp. Privacy Protection Pledge?

A. W. Callaway Professional Corp. wants you to understand the purposes for which we collect, use and disclose personal information about our [CLIENTS/CUSTOMERS]. Furthermore, we want to be sure that we have your consent to continue to collect, use and disclose your personal information for those purposes outlined in The W. Callaway Professional Corp. Privacy Protection Pledge. Finally, we have also developed The **W. Callaway Professional Corp.** Privacy Code to more fully explain our personal information management practices and to respect the *Personal Information Protection and Electronic Documents Act (Canada)*.

Q. Where can I obtain more information on privacy?

A. For a copy of the *Personal Information Protection and Electronic Documents Act* (Canada), please visit the Privacy Commissioner of Canada's web site at www.privcom.gc.ca.