

Privacy Code

Introduction

Protecting the privacy and confidentiality of Personal Information has always been essential to TREC's management. Safety and appropriate use of Personal Information is key to our daily operations. In order to establish a high standard of privacy and protection for Personal Information at TREC, the following Privacy Code has been developed to fulfill obligations of the Ontario *Freedom of Information and Protection of Privacy Act*¹ and the federal *Personal Information Protection and Electronic Documents Act*². The Privacy Code ensures that TREC respects the sensitivity of Personal Information for the members of all our Client Co-ops and Not-for-Profits and outlines the security processes and procedures we have put in place for their protection. This document is available to all our Client Co-ops and Not-for-Profits and any of their members upon request.

Applicability of Privacy Code

In this Privacy Code, the references to "TREC", "we", "use" and "our" mean **Toronto Renewable Energy Co-operative Inc.** and all our other business activities which operate under the name "Tapestry", or "Tapestry Community Capital". The words "Client Co-op or Not-for-Profit" mean any co-operative or not-for-profit organization that subscribes to TREC's Investor and Investment or Member Management service. The words "member", "investor", "investment" and "membership" mean the members and investors of TREC's Client Co-ops as defined in the *Ontario Co-operative Corporations Act*³ and TREC's Client Not-for-Profit organizations as defined in the *Not-for-Profit Corporations Act*⁴. "Personal Information" means any information about an identifiable individual and this includes information such as:

- Age, full legal name, name, mailing and permanent address, electronic mail addresses and phone number(s);
- Valid social insurance numbers, banking information and date of birth;
- Opinions, evaluations, and comments;

Key Principles

TREC's Privacy Code is based on the 10 key principles of privacy from the *Personal Information Protection and Electronic Documents Act*⁵ as established by the Canadian Standards Association. The next section outlines how TREC satisfies each of the following principles:

- Accountability
- Identifying Purposes
- Consent
- Limiting Collection

¹ Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. F.31

<https://www.ontario.ca/laws/statute/90f31>

² Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5) <https://laws-lois.justice.gc.ca/eng/acts/P-8.6/index.html>

³ Co-operative Corporations Act, R.S.O. 1990, c. C.35 <https://www.ontario.ca/laws/statute/90c35>

⁴ Not-for-Profit Corporations Act, 2010, S.O. 2010, c. 15 <https://www.ontario.ca/laws/statute/10n15>

⁵ Personal Information Protection and Electronic Documents Act (S.C. 2000, c. 5), SCHEDULE 1 (section 5), "Principles Set Out in the National Standard of Canada Entitled Model Code for the Protection of Personal Information, CAN/CSA-Q830-96": <https://laws-lois.justice.gc.ca/eng/acts/P-8.6/page-11.html#h-26>

- Limiting Use, Disclosure and Retention
- Accuracy
- Safeguard and Contingency
- Openness
- Individual Access
- Challenging Compliance

For more on the definition of each principle, please visit the Canadian Standards Association site at: <http://www.csa.ca/cm/ca/en/privacy-code/publications/view-privacy-code/article/principles-in-summary> or as provided in **Appendix A**.

Implementation of Principles

1.1 Accountability

1.1.1 Individual Responsibility

Each employee and director of TREC is responsible for the Personal Information under their possession and custody, including any information handed out by them to a third-party. The entire organization including employees and directors are responsible for compliance with the principles and this Privacy Code.

TREC has appointed (2) Privacy Officers who are responsible for enforcing, upholding, and regularly updating the Privacy Code.

1.2 Identifying Purposes

1.2.1 Purposes of collecting Personal Information

TREC will explain to members and investors how we intend to use Personal Information before the collection. TREC will only collect Personal Information from the investor and/or member that is relevant to the outlined purposes. TREC will obtain permission from members prior to using their Personal Information for any new purposes.

TREC collects investor and/or member Personal Information for the following purposes, but shall be explicit about which of these purposes are intended at the time of collection:

- To service the Client's Co-Op or Not for Profit community bonds;
- To provide investment management for the Client's Co-Op or Not for Profit;
- To establish and maintain commercial relations with the member;
- To manage and develop the Client Co-op's or Not for Profit's business and operations;
- To meet legal and regulatory requirements;
- To provide investors or members with information about the Client Co-op or Not-for-Profit to which the investor and/or member belongs.

1.3 Consent

TREC will not use, collect or distribute to a Third Party any Personal Information without prior consent from the member unless TREC is required to do so as necessitated by law or if the information could aid in a life-threatening emergency. TREC will use reasonable efforts to inform investors and/or members on how their Personal Information will be used when asking for consent.

Consent may be expressed in writing or in some cases, verbally, electronically or through an authorised proxy. Consent may also be implied depending on the surrounding circumstances.

TREC will not require members to consent to the use, collection or disclosure of Personal Information beyond the specific purposes in order to use our services. Members may withdraw consent at any time, subject to legal or contractual restrictions and obligations. We will explain the consequences of

withdrawal of consent if it will affect our ability to provide service to the Client Co-op or Not-for-Profit and the members and/or investors.

1.4 Limiting collection

TREC will only collect member Personal Information needed to provide its Member Management service to Client Co-ops and Not for Profits. This type of information usually includes:

- Full Legal Individual or Business Name
- Mailing and Permanent Address
- E-mail Address
- Telephone number (home, business, mobile, etc.)
- Valid Social Insurance Number
- Date of Birth
- Banking information (for purposes of Electronic Funds Transfer payments)

Personal Information may be collected from members, with their consent, in person, in office, over the telephone or through digital correspondence.

1.5 Limiting Use, Disclosure and Retention

1.5.1 Within TREC

Member and/or Investor Personal Information will be collected, used and disclosed internally within TREC by and among specifically delegated TREC Services staff members in order to perform their job and duties in providing Member and Investor Management services to the Client Co-op and Not-for-Profit to which the member and/or investor belongs. Use of Personal Information is limited to the purposes to which the member and/or investor has given consent, except for circumstances as required by law.

1.5.2 Third Party

There are circumstances that present unavoidable types of disclosure of member and/or investor Personal Information as part of TREC fulfilling its routine or regulatory obligations. In these circumstances, we provide third parties with only Personal Information that is required. We will ensure that these third parties are made aware of and comply with TREC's Privacy Code and TREC will subject third parties to strict confidentiality provisions. Third parties may include:

- Canada Revenue Agency for tax purposes
- Ontario Power Authority for community power status audits
- A service provider that has been engaged by TREC to perform certain services for us, for example, an electronic funds transfer merchant portal provider.

1.5.3 Selling Personal Information

TREC does not and shall not trade or sell any and all Personal Information to third parties and/or any other entities.

1.6 Accuracy

TREC will ensure within reason that Personal Information shall be as accurate, complete and recent as is necessary to provide Investor and Member Management services to our Client Co-ops and Not-for-Profits. While we do our best to update information from various sources, TREC relies on member and/or investor disclosure of all materials that are relevant to changes in their Personal Information. We urge members and/or investors to contact TREC immediately when their Personal Information is to be updated and provide reasonable evidence that contains details of this change.

1.7 Safeguards: Protecting Personal Information

TREC protects member and/or investor Personal Information by using physical, organisation and digital safeguards appropriate to the sensitivity of information. This helps protect Personal Information against unauthorised access, disclosure, copying, modification or use. The level of security varies depending on

the sensitivity of the information. TREC audits its processes regularly to ensure they are properly administered and remain effective. If a security measure is deemed inappropriate due to a shift in the environment, TREC will make the necessary changes to adapt our security.

TREC protects all member Personal Information with the methods below:

1.7.1 Physical

Including locked safe, filing cabinets, data servers and offices, all with restricted access.

1.7.2 Organisational

Including a limited number of designated TREC staff that can access the Personal Information database, levels of security clearance, and limiting internal exchange of data to a “need-to-know” basis.

1.7.3 Digital and Technical

Including unique users and passwords for server access, database encryption, e-mail encryption, and audit trails.

1.8 Openness

TREC prepared this plain-language Privacy Code to make all members and our Client Co-ops aware of the security policies and procedures we use in managing Personal Information. This Policy Code is available online at www.tapestrycapital.ca and available in paper-copy upon request.

1.9 Individual Access

TREC will provide a member access to the Personal Information relevant to the inquiring member within a reasonable time, conditional on the member providing a written request and satisfactory proof of identification. Members also have the right to know how TREC uses their Personal Information. TREC may charge a nominal fee in response to any request; however, the member and the Client Co-op or Not-for-Profit will be notified of the fee in advance.

If we decline a member’s request for access to Personal Information, the member will be provided a reason in writing by TREC. Typically, Personal Information is not provided if providing access would reveal Personal Information of a third party or if the Personal Information cannot be disclosed for legal, security or proprietary reasons.

1.10 Challenging Compliance

If a member of a Client Co-op or Not-for-Profit has a challenge or concern regarding TREC’s compliance with the Privacy Code. The member, or investors, or Client Co-op or Not-for-Profit should send their challenge or concern to TREC’s Privacy Officer at the information below. The Privacy Officer will respond to challenges and concerns and find an acceptable solution.

Privacy Officers

info@trec.on.ca

info@tapestrycapital.ca

401 Richmond St W, Unit 240

Toronto, ON M5V 3A8

416.977.5093

Appendix A – Privacy Code Principles

Ten interrelated principles form the basis of the CSA (Canadian Standards Association) Model Code for the Protection of Personal Information. Each principle must be read in conjunction with the accompanying commentary.

1. Accountability

An organization is responsible for personal information under its control and shall designate an individual or individuals who are accountable for the organization's compliance with the following principles.

2. Identifying Purposes

The purposes for which personal information is collected shall be identified by the organization at or before the time the information is collected.

3. Consent

The knowledge and consent of the individual are required for the collection, use, or disclosure of personal information, except where inappropriate.

4. Limiting Collection

The collection of personal information shall be limited to that which is necessary for the purposes identified by the organization. Information shall be collected by fair and lawful means.

5. Limiting Use, Disclosure, and Retention

Personal information shall not be used or disclosed for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Personal information shall be retained only as long as necessary for the fulfillment of those purposes.

6. Accuracy

Personal information shall be as accurate, complete, and up-to-date as is necessary for the purposes for which it is to be used.

7. Safeguards

Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.

8. Openness

An organization shall make readily available to individuals specific information about its policies and practices relating to the management of personal information.

9. Individual Access

Upon request, an individual shall be informed of the existence, use, and disclosure of his or her personal information and shall be given access to that information. An individual shall be able to challenge the accuracy and completeness of the information and have it amended as appropriate.

10. Challenging Compliance

An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual or individuals accountable for the organization's compliance.