



PRIVACY POLICY

Resolute Law Group ("**Resolute**", "**we**", "**us**" or "**our**") takes steps intended to meet privacy principles and requirements with respect to Personal Information under applicable Canadian privacy legislation. The purpose of this notice is to inform our clients and other individuals we deal with ("**you**", "**your**" or "**user**") how we collect, use, disclose and protect your Personal Information. Personal information is information about an identifiable individual, as more particularly described under applicable privacy legislation. This notice applies to our collection, use and disclosure of Personal Information. This notice does not apply to information about our employees or to information that is not Personal Information.

At Resolute, we value you as a client. We also share your concerns about privacy. So that we can provide you services, we will ask you to share your Personal Information with us. By sharing your information, we assume your consent to Resolute's collection, use and sharing of that information as described below.

Information we may collect about you:

Resolute and its representatives collect Personal Information in a number of circumstances in the course of providing legal services and advice to you. Depending on the purpose(s) for which we need to collect it, the personal information we collect includes:

- Information you provide to us for the purposes of properly identifying you, which may include your name, mailing address, e-mail address, telephone number, birth date, marital status and other information;
- Information from motor vehicle/driving records about you, other individuals listed as policyholders, other drivers, or household members;
- Police reports;
- Your medical information;
- Claims history information about you, other individuals listed as policyholders, other drivers, or household members;
- Details of vehicles owned by you;
- Employment information;
- Documents and information related to your assets and liabilities: shares or other interests you hold in corporations or other business entities, real estate owned by you, or information regarding your other tangible or intangible property, loans, mortgages and other debts you may owe;

- Director or other leadership positions you may hold in corporations or other business entities, and volunteer positions you may hold
- Your banking or credit card information;
- Other information submitted by you. This may include information you have filled out in surveys, polls, questionnaires or similar items; and
- Such other information we may collect as permitted or required by law

(collectively, “**Personal Information**”).

We may obtain this information from you or from insurance companies, motor vehicle and driver licensing authorities, land titles or personal property registries, your current or former employer, your medical providers, and/or financial institutions.

Use of Personal Information:

Resolute generally uses Personal Information for the following purposes:

- Verifying your identity;
- Assisting you and providing you with legal advice and direction
- Managing, administering, collecting or otherwise enforcing accounts;
- Maintaining business records and generally managing and administering our business;
- Protecting Resolute and you against error or fraud;
- Keeping your information accurate and up-to-date;
- Meeting legal, regulatory, security and processing requirements; and
- Otherwise as permitted or required by law.

Disclosing and sharing of your information:

For many of the purposes explained above, we may need to share or disclose your Personal Information. We may, for example, disclose your information to:

- Other lawyers working with us or opposite from us on your file;
- Mediators or arbitrators;
- Regulatory and self-regulatory agencies;
- Your medical service providers;
- Your current or former employer;
- Persons requiring information pursuant to a subpoena or court order;
- Adjusters or insurance companies for purposes of claims handling;
- Third parties that perform legal professional services on our behalf.

We may disclose your Personal Information in order to:

- Provide you with legal assistance and advice;
- Fulfill the requirements of the Law Society of Alberta;
- Ensure we are getting the information about you that we need;
- Detect and prevent fraud;
- Carry out legal services that you have requested;
- Comply with lawful requests; and
- As otherwise permitted or required by law.

Information collected from third parties about you will not be used or shared except where necessary for purposes of providing the legal services and advice you request such as assessing your claim or position, and as otherwise permitted or required by law.

Service Providers

Resolute may transfer Personal Information to outside agents or service providers that perform services that will assist with your position or case. Services may include, for example, medical care providers, personal or financial advisory services, vehicle repair and maintenance, mailing, printing, billing, marketing, auditing (including internal audits), administering and managing our business, information technology and/or data hosting or processing services or similar services, or otherwise for purposes described in this notice. The majority of these service providers are located in Canada but if it was necessary to transfer your Personal Information to a third party outside of Canada, we would make you aware of that and take care to guard the security of your Personal Information.

Your consent:

Consent to the collection, use and disclosure of Personal Information may be given in various ways. Consent can be express (for example, orally, electronically or on a form you may sign describing the intended uses and disclosures of Personal Information) or implied (for example, when you provide information necessary for a legal service or advice you have requested). You may provide your consent in some circumstances where notice has been provided to you about our intentions with respect to your Personal Information and you have not withdrawn your consent for an identified purpose, such as by using an "opt out" option provided, if any. Consent may be given by your authorized representative (such as a legal guardian or a person having a power of attorney). **Generally, by providing us with your Personal Information or referring us to those who can provide us with your Personal Information, we will assume that you consent to our collection, use and disclosure of such information for the purposes identified or described in this notice.** You may withdraw your consent to our collection, use and disclosure of Personal Information at any time, subject to contractual and legal restrictions and reasonable notice. Note that if you withdraw your consent to certain uses of your Personal Information, we may no longer be able to provide legal services and advice to you. Note also that where we have provided or are providing services to you, your consent will be valid for so long as necessary to fulfill the purposes described in this notice or otherwise at the time of collection, and you may not be permitted to withdraw consent to certain necessary uses and disclosures (including, but not limited to, maintaining reasonable business and transaction records, and disclosures to Canadian and foreign government entities as required to comply with laws).

Resolute collects, uses and discloses your Personal Information with your consent, except as permitted or required by law. We may be required or permitted under statute or regulation to collect, use or disclose Personal Information without your consent, for example to comply with a court order, to comply with local or federal regulations or a legally permitted inquiry by a government agency, or to collect a debt owed to us.

You may withdraw your consent at any time with reasonable notice, subject to then existing legal or contractual obligations or restrictions, by written notice to our Privacy Administrator at the address listed below or by exercising any opt-out or other mechanism identified from time to time.

Additional information about your e-mail address:

When you become a client of Resolute, we collect your e-mail address so that we can send you e-mails concerning your case or claim, and other information we think you'll find helpful. We will also use your e-mail address to provide updates about the progress of your file and possibly to ask you to provide us with a review for our use in social media or advertising.

Internet privacy and information collected online:

Links

Our web site may contain links to other sites. Please be aware that Resolute is not responsible for the privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of each and every web site that collects non-public Personal Information. This privacy statement applies solely to information collected by Resolute and through our website.

Former clients:

Should your relationship with Resolute end, your information will be retained by Resolute following its normal and lawful business record retention policy. Your information will remain protected as long as it is retained, consistent with the privacy practices in this notice.

Security:

We take reasonable steps to help protect your Personal Information using physical, electronic or procedural security measures appropriate to the sensitivity of the information in our custody or control, which may include safeguards to protect against loss or theft, as well as unauthorized access, disclosure, copying, use or modification. We limit access to your Personal Information to authorized employees of Resolute and third parties who require access to your Personal Information in order to assist you as identified in this policy.

Access, correction and contacting us:

Resolute may establish and maintain a file of your Personal Information for the purposes described above, which will be accessible at:

Resolute Law Group
Suite 301
620 – 12th Avenue SW
Calgary, Alberta T2R 0H5
T (587) 392-5825
F (587) 319-0665
E harris@resolutelawgroup.ca

If you wish to request access or correction of your Personal Information in our custody or control, you may write to the above address, attention Privacy Administrator. Your right to access or correct your Personal Information is subject to applicable legal restrictions. We may take reasonable steps to verify your identity before granting access or making corrections. If you wish to make inquiries or complaints or have other questions or concerns about our Personal Information practices, you may write to us as described above, e-mail us at harris@resolutelawgroup.ca or telephone us at (587) 392-5825.

Privacy notice changes:

This notice may be revised from time to time. If we intend to use or disclose Personal Information for purposes materially different than those described in this notice, we will make reasonable efforts to notify affected individuals, if necessary, including by revising this notice. If you are concerned about how your Personal Information is used, you should contact us as described above. We urge you to review this online notice frequently to obtain the current version. Your continued disclosure of Personal Information or use of our services following any changes to this notice constitutes your acceptance of any such changes.