

Our commitment to privacy

Protecting the privacy of our employees and clients, and the confidentiality of personal information provided by our clients has always been fundamental to the way we do business and is the responsibility of every employee of IDR Services Ltd.

In accordance with the requirements outlined in Canada's Personal Information Protection and Electronic Documents Act (PIPEDA), we are providing you with a copy of our corporate Privacy Policy to assure you that your privacy and the confidentiality of the information you provide to us is of paramount importance to our firm and our relationship.

We do not collect, use or disclose personal information unless you have provided your consent to do so in accordance with this Privacy Policy or where required or permitted by law. You can expect that all precautions will be taken to protect such information where provided. Our personnel are authorized to access data files and personal information based only on their need to deal with the information for the reasons for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was obtained. A secure archiving mechanism is in place to protect all information utilized in our production environment, unless immediate destruction has been requested.

We regularly review our privacy practices and will update our policy where appropriate. Any changes to our policy and/or up-to-date practices will be posted on our website and is always available upon request.

The guidelines set out in this Privacy Policy are considered minimum requirements for the protection of personal information provided to IDR Services Ltd. by its employees and clients. You have our assurance that we will exceed these standards wherever possible to provide our employees and clients with no less than the same protection we would guard our own information with.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca

Or contact our
Privacy Officer
at 604-951-6855
or email to
privacy@idrs.ca



IDRS

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PRIVACY POLICY



✓ **We will be accountable**



**INTERNATIONAL DIRECT
RESPONSE SERVICES LTD.**

We value your trust.

We will respect your privacy.

We will safeguard your information.

ACCOUNTABILITY

IDR Services Ltd. accepts responsibility for personal information under its control and we have appointed a Privacy Officer to ensure our procedures and practices are accountable for the company's compliance under this policy. You may contact our Privacy Officer at 604.951.6855 or email to privacy@idrs.ca with any concerns or questions you may have surrounding our policy or practices.

IDR Services Ltd. has developed policies and procedures to protect personal information, receive and respond to complaints and inquiries, train staff regarding the policies and procedures and communicate to its employees and clients.

IDR Services Ltd. will use contractual or other reasonable means to ensure that third party suppliers who assist in providing services to our employees and clients implement a comparable level of personal information protection.

IDENTIFYING PURPOSES

IDR Services Ltd. will identify the purpose for collecting personal information at or before the time the information is collected. Generally, we collect, use and disclose personal information for the purposes of establishing and maintaining communications, offering and providing services to meet your needs, compiling statistics and acting as required or authorized by law. The type of personal information we hold depends on your dealings with us and the specific purpose for which our services have been contracted.

CONSENT

IDR Services Ltd. will only collect, use, or disclose your personal information with your knowledge and consent and as accorded by law. Your consent can be either express or implied. Where practical, we will obtain your express consent. You may withdraw your consent in writing at any time, subject to legal or contractual restrictions or obligations, subject to reasonable notice of withdrawal of consent.

LIMITING COLLECTION

IDR Services Ltd. will limit the collection of personal information to that which is necessary for the purposes identified by the company or its principals. IDR Services Ltd. shall only collect personal information by fair and lawful means. Information that is publicly available such as names, addresses, and telephone numbers as published in telephone directories is not considered personal information.

LIMITING USE, DISCLOSURE AND RETENTION

IDR Services Ltd. will not use or disclose personal information for purposes other than those for which it was collected, except with consent or as required by law. Personal information will be retained only as long as necessary for the fulfillment of those purposes.

ACCURACY OF INFORMATION

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

SAFEGUARDS

Personal information will be protected against loss, theft and unauthorized access, use, copying, modification, disclosure and disposal, by security safeguards appropriate to the sensitivity of the information. Organizational and technological measures taken include security clearances to restricted areas, passworded files and logins, firewalls, secured offices, and alarmed/monitored premises.

In addition to all employees being bound by a general confidentiality agreement regarding client data, IDR Services Ltd. maintains separate and customized confidentiality agreements with employees and clients regarding highly sensitive data and materials. Such customized agreements are available at the request of our clients, and require separate and specific signed agreement to included terms by any employees handling such data or materials. These safeguards have been in place for many years, and form the backbone of why IDR Services Ltd. has been chosen time and again by our clients to handle highly sensitive projects.

OPENNESS

IDR Services Ltd. will make readily available to its employees and clients specific information about our policies and practices relating to the management of personal information. We will communicate the contact information of our Privacy Officer, provide a description of the type of general personal information held, offer written information concerning our policies and procedures, and advice regarding the process for making inquiries and complaints.

EMPLOYEE AND CLIENT ACCESS TO PERSONAL INFORMATION

Upon written request to our Privacy Officer, IDR Services Ltd. will inform our employees and clients of the existence, use and disclosure of their personal information and will be given access to their information, unless such access is legally prohibited because it would reveal the personal information of others. An employee or client can challenge the accuracy and completeness of their information and have it amended where demonstrated inaccurate or incomplete. A fee may be charged for this service, and may vary with the type and amount of information requested.

CHALLENGING COMPLIANCE

An employee or client can address a challenge concerning compliance with the above principles to our Privacy Officer, who is accountable for IDR Services's compliance with these principles. In the absence of the Privacy Officer, concerns or issues can be referred to the Human Resources Office.

We will be accountable.



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