

# Privacy with Public Mobile

## Our company's approach to personal privacy and security.

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At Public Mobile, the security and integrity of our customers' personal information is important to us. We take every reasonable measure necessary to protect the privacy of our customers.

## Does Public Mobile respect privacy rules?

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Public Mobile privacy practices adhere to all applicable federal and provincial laws and regulations. We are compliant with the Personal Information Protection and Electronic Documents Act (PIPEDA) and where applicable, with the privacy rules established by the Canadian Radio-television and Telecommunications Commission (CRTC).

## Does Public Mobile ever change its privacy practices?

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Public Mobile has privacy and security practices in place to safeguard the personal information of our customers. These practices are reviewed, and if necessary revised, on a regular basis.

## What information of mine will be available to Public Mobile?

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Personal information collected by Public Mobile is information about an identifiable individual that may include such information as your name, e-mail address, mailing address, phone number, financial information, birth date and any recorded communications.

## Why does Public Mobile need my information anyway?

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- At Public Mobile, we collect customer information for one or more of the following purposes:
- To provide a positive customer experience, and deliver, and collect payment for products and services;
- To understand customer requirements;
- To manage and develop Public Mobile business and operations;
- To meet legal and regulatory requirements.

## Will Public Mobile release my information to anyone else?

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Public Mobile does not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required by law. Public Mobile retains personal information only as long as necessary for the fulfillment of those purposes.

## Can I find out what information of mine Public Mobile has?

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Public Mobile informs customers of the existence, use and disclosure of their personal information. Upon written request delivered to the Public Mobile address provided, the Customer shall be given access to the information.

## How will Public Mobile know if my information is accurate?

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Public Mobile endeavours to ensure that the customer information provided by the customer is accurate, complete and up-to-date and Public Mobile relies on the Customer in this regard.

## How do I contact Public Mobile if I have a question?

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A senior company officer has been appointed as the Privacy Officer at Public Mobile. The Privacy Officer is accountable for all personal information at Public Mobile. You may contact the Privacy Officer at:

By Mail:  
Privacy Officer  
Public Mobile  
1920 Yonge Street, 4th floor  
Toronto, ONTARIO  
M4S 3E2