ADR CANADA
PRIVACY POLICIES AND PRACTICES OVERVIEW

ADR INSTITUTE OF CANADA

PRIVACY POLICY OVERVIEW
Enacted 2007

PRIVACY STATEMENT

The ADR Institute of Canada ("**ADR Canada**") is a non-profit organization committed to providing leadership in the development and promotion of dispute resolution services in Canada. This privacy statement describes ADR Canada's commitment to the privacy of its members, clients and customers.

I. PURPOSE

It is consistent with the core values of ADR Canada, and thus constitutes the policy of ADR Canada, to protect the personal information of its employees, clients, customers and members and other individuals whose personal information it handles (collectively, "**Individuals**"). ADR Canada recognizes that effective systems and measures to protect such personal information are important to safeguarding the interests of Individuals who share their information with ADR Canada. The purpose of this privacy policy (the "**Policy**") is to establish common rules to govern the collection, use and disclosure of personal information by ADR Canada, in a manner that balances an Individual's right to privacy with the need of ADR Canada to collect, use or disclose personal information for purposes that a reasonable person would consider appropriate in the circumstances, in accordance with applicable privacy laws ("**Privacy Laws**").

In this Policy, ADR Canada includes the National office and six regional affiliates engaged in the development, promotion and administration of dispute resolution services in Canada, the provision of information and skill building tools and services for practitioners and users of ADR services, development and implementation of national standards, a code of ethics and complaint procedures for ADR professionals, training and trainers, national accreditation for mediator and arbitrators, course approval and training and special benefits to members.

If you have any questions about this privacy statement, or ADR Canada's policies and practices, please contact ADR Canada at:

ADR Institute of Canada, Inc.
Suite 500
234 Eglinton Avenue East,
Toronto, Ontario
M4P 1K5

Attention: Mary Anne Harnick, Chief Privacy Officer

Toll Free Tel: 1-877-475-4353
Tel: 1-416-487-4733
Fax: 1-416-487-4429
Email: privacy@adrcanada.ca, or
admin@adrcanada.ca

Privacy law is a new and rapidly evolving area. This privacy statement is subject to periodic review to maintain its accuracy and compliance with applicable law. Any updates to this privacy statement will be posted on this Web site.

ADR CANADA'S 'S COMMITMENT TO PRIVACY

Commitment #1: Accountability

ADR Canada is responsible for all personal information in its possession or control, including any personal information transferred to third parties for processing. ADR Canada has established policies and practices to give effect to this privacy statement and has designated a Chief Privacy Officer, whose contact information is set out above, to be accountable within the organization for ADR Canada's compliance with this privacy statement and the applicable privacy laws.

Commitment #2: Identifying Purposes for Collecting Personal Information

ADR Canada will identify to an individual the purposes for which it collects, uses and communicates or discloses personal information (the "**Purposes**"), before or at the time the information is collected, or where the information is to be used or communicated or disclosed for a new purpose, before that use or communication or disclosure. The Purposes will generally include:

(a) determining and documenting an applicant's eligibility for accreditation (chartering);
(b) understanding, administering, selling products and services that meet member, client or customer ADR needs;
(c) processing any payments made by clients for ADR Canada products and services; collecting any amounts owing by members or clients under any goods or services transactions; and investigating, pursuing and adjudicating any collections and/or damages claims relating to members, clients or customers;
(d) communicating with members, clients or customers in connection with the foregoing purposes;
(e) offering members, clients and customers new products and services that may be of interest to them (provided that members and clients have not opted out of receiving such offers); and
(f) investigating complaints about members.

Commitment #3: Obtaining Consent

ADR Canada will make a reasonable effort to advise an individual as to how personal information will be used or communicated or disclosed by ADR Canada. Generally, ADR Canada will obtain an individual's consent to the collection, use and communication or disclosure of personal information for the Purposes before or at the time it collects the information. A member, client or customer's consent may be express or implied, depending on the sensitivity of the information.

Commitment #4: Limits on the Collection of Personal Information

ADR Canada limits the collection of personal information to that which is necessary for the Purposes it has identified. ADR Canada will only collect personal information by fair and lawful means. ADR Canada will not collect personal information from any third party without an individual's consent unless the collection is clearly in the individual's interest and ADR Canada is unable to obtain consent in a timely way, or as otherwise permitted by law.

Commitment #5: Limits on the Use, Communication or Disclosure and Retention of Personal Information

ADR Canada will only use, communicate or disclose and retain personal information for the Purposes identified in its policy. ADR Canada will identify any third parties to whom personal information will be communicated or disclosed at the time of collection and obtain an individual's consent to such communication or disclosure.

ADR Canada will keep a record of an individual's personal information in a file specific to him or her. ADR Canada will use, communicate or disclose and retain personal information only for as long as is necessary to fulfil the Purposes of its policy or as otherwise permitted or required by law. ADR Canada has established minimum and maximum retention periods and procedures for retaining and destroying personal information.

Commitment #6: Accuracy of Personal Information

ADR Canada will use reasonable efforts to keep personal information as accurate, complete and up-to-date as necessary for the purposes of its privacy policy. ADR Canada will not routinely update personal information unless necessary. ADR Canada expects individuals from time to time, to update their personal information themselves, using the "Update Your Listing" feature of this Web site.

Commitment #7: Safeguarding Personal Information

ADR Canada is committed to protecting the security of personal information. ADR Canada uses security safeguards appropriate to the sensitivity of personal information to protect it from loss or theft, as well as unauthorized access, disclosure, copying, use or modification.

ADR Canada's staff is made aware, through orientation and refresher training programs, of the importance of maintaining the confidentiality of personal information. ADR Canada conducts periodic internal and independent audits of its security safeguards and any breach of ADR Canada's security safeguards is a disciplinary matter. ADR Canada's security safeguards extend to the destruction of personal information.

Commitment #8: Availability of Information about ADR Canada's Policies and Practices (Openness)

ADR Canada is open about the policies and practices it uses to manage personal information. This privacy statement is intended to provide individuals with specific information about such policies and practices; however, ADR Canada will provide an individuals with additional information upon request.

Commitment #9: Access to Personal Information

Upon written request, ADR Canada will inform an Individual of the existence, use, and disclosure of his or her Personal Information, will provide such Individual with access to that information, and will permit the Individual to challenge the accuracy and completeness of the Personal Information.

Commitment #10: Handling Complaints and Questions

An individual may challenge ADR Canada's compliance with this privacy statement. All complaints or inquiries should be in writing, include the member, client or customer's name, contact information and a brief description of the complaint, and be directed to ADR Canada's Chief Privacy Officer using the contact information above.

Prior to making a complaint to the Chief Privacy Officer, or if a complaint is not resolved to the individual's satisfaction, the individual may also make a complaint to the applicable Privacy Commissioner.