



Privacy and You – What You Need to Know

What personal information does Libro collect from you?

- To establish and authenticate your identity we collect: your name, address, phone number, occupation, date of birth, government-issued identification or other identifiable information from reliable sources such as a utility bill, social insurance number or tax identification number (for tax purposes), all of which may be required by law.
- Information about beneficial owners of your account (who directly or indirectly controls the account), how you intend to use the account, and the source of any incoming funds, which is required by law.
- When you apply for credit we may ask for employment and financial information such as annual income, assets and liabilities, credit history.
- For businesses and other legal entities we collect the information outlined above for each authorized person, signer, trustee, executor etc. as appropriate, which may be required by law.
- We may also collect your mobile phone number and email address and record how you want Libro to communicate with you.
- Libro may log, record and retain any telephone call or electronic communication we have with you. This is to establish a record of the information you provide and ensure your request was completed as intended. We may also use it to provide coaching/training for staff.
- We use video surveillance in and around our branches and Automated Teller Machines for the purpose of safeguarding Owners and staff and protecting against fraud, theft and vandalism.

Why does Libro need your Social Insurance Number (SIN)?

- Libro is required to collect and use your SIN for the purpose of reporting interest and tax residency self-certification reporting to the Canada Revenue Agency. We may use your SIN as an aid to identify you with credit reporting agencies.

When does Libro disclose your information to others?

- Some examples of when Libro discloses your information:
 - To credit reporting agencies
 - To collect debt owing to Libro
 - When required or permitted by law
 - When investigation or legal proceeding require to protect you, other Owners, and Libro from error, risk, fraud or other criminal activities.
 - To third-party suppliers who assist Libro with providing you products and services. Libro only discloses necessary information and we take steps to ensure our third-party suppliers handle your personal information similarly to how we do.



How does Libro obtain your consent?

- When you join Libro we obtain your consent to collect, store, use and exchange or disclose personal information through acknowledgement and acceptance of our service agreement.
- Consent may be obtained:
 - In writing (when completing and signing an application)
 - Through inaction (failing to check a box indicating that you do not wish your name and address to be used for optional purposes)
 - Verbally (information collected in person or over phone)
 - Electronic means (at the time you use a product or service online)
 - Through an authorized representative (legal guardian, power of attorney)
 - Through parent or guardian of a minor child (under the age of 13)

How do you withdraw consent?

- You may withdraw consent by providing Libro with a written request. The written request must include understanding that withdrawal of consent could mean that Libro cannot provide you with a related product or service. The withdrawal of consent is subject to any legal or contractual restrictions. The withdrawal consent is not permitted if the withdrawal would impede the performance of a legal or contractual obligation. Libro requires a reasonable period of time to implement your request.

What can happen if your personal information is lost/stolen?

- You may become a victim of identity theft/fraud – this is a crime in which an imposter obtains key pieces of personally-identifiable information, in order to impersonate you. A privacy breach could result in an imposter gaining access to your personal or financial information without your knowledge.

What can you do to prevent being a victim of identity theft/fraud?

- Do not share your electronic signature or passwords with anyone
- Immediately report if a bank or credit card is lost, stolen or compromised
- Be aware of scams like phishing
- Implement enhanced security features on all devices and online banking applications
- Monitor your credit rating using tools provided by suppliers such as Equifax and Trans Union