

Golden Law Office Privacy Policy

Golden Law Office recognizes the importance of privacy and the sensitivity of personal information. As a law office there is a professional obligation to keep confidential all information received within a lawyer-client relationship.

Your Privacy Rights

The Personal Information protection and Electronic Documents Act gives you rights concerning the privacy of your personal information. Golden Law Office is committed to protecting any personal information that we hold. This Privacy Policy outlines how we manage your personal information and safeguard your privacy.

Why Does Golden Law Office Need Personal Information?

Golden Law Office provides legal services to a wide range of clients. In the course of our business, we may also from time to time produce direct marketing materials concerning our services and developments in the law.

What personal information do we collect?

Personal information is any information that identifies you, or by which your identity could be deduced.

In order to provide you with effective legal representation, we may collect specific information about you, your former or current spouse, your children, including but not limited to your and/or their employment, earnings, medical history, children, birth dates, social insurance numbers, businesses, and any other personal information relevant to the legal services you have retained us to provide.

If we did not collect and use your personal information we could not provide you with legal services.

How do we collect your personal information?

Wherever possible we collect your personal information directly from you. Sometimes we may obtain information about you from other sources, for example:

- your insurance company;
- your real estate agent in a property transaction;
- your bank or financial institution;
- your financial advisor;
- your accountant;
- your mortgage broker;
- a government agency or registry;
- your employer; and/or
- your doctor or psychologist.

Consent

In order to collect, use, or disclose your personal information we require your consent. We may accept your written, oral or implied consent. We do not disclose your personal information to any third party to enable them to market their products and services. For example, we do not provide our client mailing lists to other law firms.

Disclosure of your Personal Information

Under certain circumstances we will disclose your personal information:

- When we are required or authorized by law to do so, for example if a court issues a subpoena;
- When you have consented to the disclosure;
- When the legal services we are providing to you requires us to give your information to third parties (for example a lender in a real estate mortgage transaction) your consent will be implied, unless you tell us otherwise;
- Where it is necessary to establish or collect fees;
- If we retain other law firms at your request, and on your behalf;
- If the information is Publicly Available Personal Information, as it is defined under the Personal Information Protection and Electronic Documents Act.

Updating Your Information

Since we use your personal information to provide legal services to you, it is important that the information be accurate and up-to-date. If during the course of the retainer, any of your information changes, please inform us so that we can make any necessary changes.

Is My Personal Information Secure?

Golden Law Office takes all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification or disclosure. Among the steps taken to protect your information are:

- Premises security
- Restricted file access to personal information;
- Deploying technological safeguards like security software and firewalls to prevent hacking or unauthorized computer access;
- Internal security policies.

Access to Your Personal Information

You may ask for access to any personal information we hold about you. Summary information is available on request. More detailed requests, which require archive or other retrieval costs, may be subject to our normal professional and disbursement fees.

Correcting Errors

If Golden Law Office holds information about you and you can establish that it is not accurate, complete and up-to-date, Golden Law Office will take reasonable steps to correct it.

Can I be Denied Access to My Personal Information?

Your rights to access your personal information are not absolute. We may deny access when:

- Denial of access is required or authorized by law (for example, when a record containing personal information about you is subject to a claim of legal professional privilege by one of our clients);
- Information relates to existing or anticipated legal proceedings against you;
- When granting you access would have an unreasonable impact on other people's privacy;
- When to do so would prejudice negotiations with you;
- To protect our firm's rights and property; and/or
- Where the request is frivolous or vexatious.

If we deny your request for access to, or refuse a request to correct information, we shall explain why.

Can I request anonymity?

Whenever it is legal and practicable, we may offer you the opportunity to deal with general inquiries without providing your name (for example, by accessing general information on any website of Golden Law Office). The Proceeds of Crime (Money Laundering) and Terrorist Financing Act requires us to confirm the identity of all new clients. This Act may also require us to disclose information to FINTRAC (Financial Transactions Reports Analysis Centre of Canada) in relation to certain large cash transactions.

Credit Bureaus

To help us make credit decisions about clients, prevent fraud, check the identity of new clients and prevent money laundering, we may on occasion, request information about you from the files of consumer reporting agencies.

Communicating with Us.

E-mail, cellular telephones and facsimile transmissions are not 100% secure mediums, and you should be aware of this when contacting us to provide personal or confidential information.

Changes to this Privacy Policy

Since Golden Law Office regularly reviews all of its policies and procedures, we may change our Privacy Policy from time to time.

Requests for Access

If you have any questions, or wish to access your personal information, please write to our Privacy Contact, Peggy Golden, 13 King Street West, P.O. Box 279, Harrow, Ontario, N0R 1G0, (519)-738-4111, facsimile (519)-738-3470.

If you are not satisfied with our response, the Privacy Commissioner of Canada can be reached at 112 Kent Street, Ottawa, Ontario, K1A 1H3, 1-800-282-1376.