

## Privacy Policy

Matrix Benefit Services Limited is committed to protecting the privacy and confidentiality of the personal information in our custody, including any information transferred to a third party to fulfill the purposes for which the information was collected. Personal information includes any information, recorded or not, about an identifiable individual. Examples of personal information (but not limited to):

- Name, address, telephone number
- Age, gender, family, marital status
- Health status and history
- Social insurance numbers
- Previous insurance and experience

Why we ask for your personal information	Your information is used to evaluate the insurance risk, to determine eligibility, to administer insurance, verify claims, or meet regulatory requirements.
Limiting information we use, disclose and retain	Matrix will only collect the information that is necessary for the purposes for which it was collected. Your personal information is retained only as long as is required to fulfill these purposes. Before using your information for any purpose other than listed above, we will explain the purpose and obtain your consent.
Obtaining your consent	On enrollment your personal information is obtained and used only with your expressed consent. For our existing participants, we will continue to use and disclose your personal information in accordance with this privacy policy, unless you inform us otherwise.
Withdrawing your consent	You can withdraw your consent at any time, however, certain information is required to administer your benefits.
Accuracy of your personal information	You can check your personal information to ensure that it is accurate. Upon your request, Matrix will make any necessary changes to incorrect information.
Safeguarding your personal information	We have security standards which ensure the protection of your personal information from loss, theft, unauthorized access, disclosure, use copying or modification. When disposing of personal information we use appropriate safeguards.
Your rights	You have the right to access your personal information and challenge the accuracy. Prior to accessing your information we will require verification of your identify. There are exceptions to your right to access, we will advise you of the reason our refusal in writing.

If you have any questions or concerns about privacy and confidentiality of your personal information, please contact us.

Privacy Officer  
Matrix Benefit Services Limited  
privacyofficer@matrixontario.com

**Group Insurance Specialists**

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