



# FORT MCKAY GROUP OF COMPANIES LP

## General Privacy Policy

### *Our Privacy Policy*

Fort McKay Group of Companies LP, including its related entities (Fort McKay Group of Companies Ltd., Fort McKay Strategic Services LP, Fort McKay Strategic Services Ltd., Fort McKay Logistics LP, Fort McKay Logistics Ltd., Steep Bank Earth LP and Steep Bank Earth Ltd.) (collectively, "**FMGOC**") recognizes the significance of confidentiality and the protection of your personal information and privacy. The policy set out below (the "**Policy**") sets out our privacy policy and practices with respect to our employees, customers and suppliers.

- By providing us with your personal information you authorize and consent to the collection, use and disclosure of your personal information in accordance with this Policy;
- FMGOC reserves the right to amend this Policy from time to time; you should review it regularly for any changes; and
- nothing contained in this Policy is intended to create an agreement between us and you may not rely on the Policy as such.

### *Personal Information*

"Personal Information" means information about an identifiable individual but does not include information that cannot be attributed to an identifiable individual (such as information that is anonymous in nature about a collective group of individuals) or business contact information (such as an individual's name, title, business address, business phone or email address) when such information is collected, used or disclosed for the purpose of business communications.

### *Types of Personal Information Collected by FMGOC*

We collect and maintain various types of personal information in respect of individuals. Such personal information includes (but is not limited to):

- contact and identification information, such as the name, address, telephone number and e-mail address of individuals;
- service-related information concerning the services that we provide to, or receive from, individuals;
- credit and financial information such as an individual's payment methods and preferences, as well as billing and credit history; and



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- customer relationship information such as customer service requests and feed-back and information requested or provided by or from individuals.

As a general rule, we collect personal information directly from you. From time to time, we may utilize the services of third parties in our business and may also receive personal information collected by those third parties in the course of the performance of their services for us or otherwise. Where this is the case, we will take reasonable steps to ensure that such third parties have represented to us that they have the right to disclose your personal information to us.

### ***Collection and Use of Personal Information by FMGOC***

We aim to make the terms of use and disclosure of your personal information clear and readily available to you. For terms of use and disclosure that are not readily apparent, where practical and required by law, we will inform you of terms when obtaining your consent. There are however limited circumstances where we may use your personal information without obtaining your further consent. For example:

- using identification and contact information such as your name, address, telephone number and e-mail address to identify you, deliver the services that you request and communicate with you regarding those services;
- using information about your preferences such as your service requests, comments and feedback so that we are able to deliver our services to you in accordance with those preferences;
- using personal information for the purpose for which it was provided and certain other activities that are reasonably related to that purpose. For example, where you provide us with personal information for applying for a job, we will use your contact information to contact you if we need further information or if we would like to set up an interview;
- using your postal and/or e-mail address to give you information about our services and other items (including the services of third parties) that you may be interested in even if that address may have been provided for a different purpose; and
- analyzing your personal information to assist us in performing market analysis, strategic planning and developing and enhancing our services and website.

Except as otherwise provided in this Policy, we will not use your personal information for any other purpose.

### ***Disclosure of Personal Information by FMGOC***



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Except as otherwise provided in this Policy, we will obtain your explicit or implied consent prior to disclosing your personal information to a third party. There are however limited circumstances where we may disclose your personal information to a third party without obtaining your further consent. These circumstances include (but are not limited to):

- where we transfer or considering transferring control of any or all of our operations or services to another organization. In which case, we reserve the right to transfer and disclose your personal information to that organization. However, we would require that the organization agree that it will be similarly bound by the provisions of this Policy and that it will only use and disclose your personal information as we are similarly entitled under this Policy;
- where we amalgamate with another organization. In which case, we reserve the right to permit that amalgamated organization to continue to use and disclose your personal information. However, we would require that the amalgamated organization agree that it will be similarly bound by the provisions of this Policy and that it will only use and disclose your personal information as we are similarly entitled under this Policy; and
- where we may work with other organizations towards some common purpose consistent with our objectives. In which case, it may be necessary for us to disclose your personal information to these organizations. However, we would require that these organizations agree that they will only use and disclose your personal information as necessary for the common purpose and that they will adhere to the terms of this Policy.

### ***Collection, Use and Disclosure under Law***

In addition to the foregoing, privacy legislation permits or requires the collection, use and disclosure of your personal information without your knowledge or consent in certain specific and limited circumstances. In such circumstances, we reserve the right to collect, use and disclose your personal information without your knowledge or consent. We may also collect, use and disclose your personal information without your knowledge or consent when that personal information is relevant to an actual or potential legal proceeding or when we are required or permitted to do so by court order, applicable law or regulatory requirements.

### ***Your Consent***

Except as otherwise provided in this Policy, we will obtain your consent, whether explicit or implied, to use your personal information for a specific purpose. When you provide us with information for a specific purpose and on a voluntary basis, we will assume your implied consent to the collection, use or



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disclosure of your personal information for that particular purpose. In the event that we wish to use your personal information for a different use, where practical, we will obtain your additional consent. You may change or withdraw your consent at any time on reasonable notice, subject to pre-existing obligations under contract or law, by contacting our Privacy Officer. In the event that you withdraw certain consents, we advise that it may limit the manner in which you can make use of our services and we reserves the right to continue handling your personal information in those circumstances required or permitted by law despite a change or withdrawal of consent.

### ***Security of Personal Information***

We recognize our obligation to protect personal information in its possession and will make reasonable arrangements to secure that personal information against unauthorized access. These measures will be reasonable in the circumstance and may include providing access to only those individuals with a need to know the information, locked doors and/or filing cabinets and other physical and electronic security measures as well as contractual measures, such as non-disclosure or confidentiality agreements.

For legal and business purposes, we may retain your personal information for as long as it is reasonably needed. Upon expiry of the appropriate retention period, bearing in mind our reasonable legal and business requirements, your personal information will either be destroyed in a secure manner or made anonymous. You should be aware that there are legally required minimum retention periods, which we must observe.

### ***Accuracy of Your Personal Information and Requests for Correction***

Since we use your personal information to provide services to you, or to obtain products and services from you, it is important that the information contained in our records is both accurate and current. If your personal information changes during the course of our relationship, please keep us informed of such changes.

Upon your request, we will correct errors or omissions in your personal information where that information is in our custody or control. We require that all such requests be in writing and signed by you. We may require sufficient information and detail from you in order to verify your identity, properly locate the information and provide a response. If you make such a request, we will either:

- correct the personal information and, if reasonable to do so, send correction notifications to any third party to whom we disclosed the incorrect information; or
- decide not to correct the personal information but we will annotate the personal information that a correction was requested but not made.



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### ***Contacting or Communicating With Us***

If you have any questions with respect to our policies and practices concerning the handling of your personal information, or if you wish to request access to, or correction of, your personal information under our custody and control, please contact our Privacy Officer

PO Box 5360

Fort McMurray, AB, T9H3G4

Attention: Privacy Officer

Email address: [privacyofficer@fortmckaygroup.com](mailto:privacyofficer@fortmckaygroup.com)