



**EP PARALEGAL SERVICES**

**PRIVACY POLICY**

EP Paralegal Services recognizes the importance of privacy and the sensitivity of personal information. As paralegals, we have professional and ethical obligations to keep confidential the information we receive in the context of a paralegal-client relationship. EP Paralegal Services is committed to protecting your privacy and this Privacy Policy (“Policy”) sets out how we manage your personal information to protect your privacy.

## **Privacy Legislation**

As of January 1, 2004, all businesses in Canada collecting, using or disclosing personal information in the course of business are required to comply with the Personal Information Protection and Electronic Documents Act (“PIPEDA”) along with any substantially similar provincial legislation. These obligations extend to paralegals and paralegal practices, including EP Paralegal Services.

## **Personal Information**

The PIPEDA defines personal information as information about an identifiable individual but does not include the name, title, business address or telephone number of an employee of an organization.

## **Consent to our Collection, Use and Disclosure of Personal Information**

In most cases, we obtain your consent to collect, use and disclose your personal information. If you retain EP Paralegal Services, it is assumed that we have your implied consent to our collection, use and disclosure of your personal information for the purposes of providing legal services to you. However, we may also ask for your express consent, either verbally or in writing. By providing your personal information to us, you agree that we may collect, use and disclose your personal information as outlined in this Policy.

## **Withdrawal of Consent**

You may withdraw your consent to the collection, use and disclosure of your personal information, subject to any legal and/or contractual restrictions. Please note that your withdrawal may restrict our ability to represent and provide legal advice to you.

## **Collection of Personal Information**

We collect your personal information directly from you, at the start of, or during the course of your retainer with EP Paralegal Services. We may also obtain personal information about you from other sources, such as:

- your insurance company;

- your accountant;
- a government agency or registry;
- witnesses for litigation purposes, etc.

### **Use of Personal Information**

EP Paralegal Services uses your personal information to provide legal advice and services to you, to issue invoices and to maintain our database of clients. We do not sell or rent your information to anyone. You may restrict how we use your information but such restrictions may limit our ability to provide legal services to you.

### **Disclosure of Personal Information**

Generally, we do not disclose your personal information to third parties without your consent to such disclosure unless permitted or required by law. Your consent can be in writing, verbal, or implied. EP Paralegal Services may disclose your personal information to a third party, which includes but is not limited to, expert witnesses, in the course of providing legal services to you.

### **Accuracy of Your Personal Information**

We are committed to maintaining accurate, complete and up-to-date personal information. If there are any changes to your personal information, please let us know so that we can make the necessary updates to our records. Please note that, from time to time, we may ask whether your personal information is up-to-date.

### **Safeguarding your Personal Information**

Personal Information we collect is kept confidential. EP Paralegal Services uses administrative and technological safeguards to ensure that your personal information is protected against loss, theft, misuse, unauthorized access, disclosure, copying or alteration, disposal or destruction of personal information.

We have implemented the following protective measures:

- internal passwords that restrict access to our electronic files;
- security of physical premises;
- security of software and firewalls to prevent unauthorized computer access or “hacking”;
- confidentiality policies as part of our professional obligations.

### **Access to your Personal Information**

Pursuant to the PIPEDA, you have the right to access your personal information held by EP Paralegal Services. Upon receipt of your written request and our authentication of your identity, we will provide you with your personal information under our control, along with an accounting

of how that information has been used and disclosed. However, your request is subject to certain exceptions, such as, if the requested information reveals personal information about another individual or the personal information is protected by paralegal-client privilege, will result in your access being limited or denied. If your request for access is denied, we will notify you in writing of the reason for the denial. We may charge a reasonable fee for providing information in response to your request and we may require payment in advance. We will respond within 30 days or provide written notice should we require additional time to complete your request.

## **Website**

Like most other businesses, we may monitor traffic patterns, site usage and related site information so as to optimize our web service. We do not provide any identifiable personal information to third parties. Our website contains links to other sites that are not governed by this Policy. EP Paralegal Services does not assume responsibility for the content or the privacy of the sites we provide links to. We strongly encourage you to review the privacy policies of all external websites. Please note that electronic data submission by email or completion of the contact form on our website may be subject to transmission vulnerabilities. As such, we will not be liable for personal information that you or third parties send electronically to us that becomes lost, misused or altered.

## **Changes to This Policy**

We may change this Policy at any time. We will post the amended Policy on our website and will be made available upon request. This Policy is up-to-date and reviewed on an annual basis.

## **Privacy Officer**

If you have any questions or complaints about this Policy, or concerns regarding the handling of your personal information, please contact our Privacy Officer.

Eleni Papastathakis, Privacy Officer  
EP Paralegal Services  
10 Four Seasons Place, Suite 1000  
Toronto, ON M9B 6H7  
eleni@ep-paralegalservices.com  
416-801-1414