

At Everest Colleges Canada, Inc. (“Everest College”), we are committed to protecting your privacy, and support a general policy of openness about how we collect, use and disclose your personal information.

The purpose of this Privacy Notice is to inform you about Everest College’s practices relating to the collection, use and disclosure of personal information that may be provided through access to or use of our websites, and services, registration in our programs, or that may otherwise be collected by us. By enrolling in our programs, or using our services or website, you consent to the collection, use and disclosure of your personal information (as defined below) in accordance with the following terms and conditions.

This Privacy Notice also explains how you can contact us if you have a question about, want to make a change to or delete any personal information that Everest College may be holding about you. We strongly recommend that you take the time to read this Privacy Notice and retain it for future reference.

## Personal Information

For the purpose of this Privacy Notice, “personal information” means information about an identifiable individual.

## What Personal Information We Collect

Everest College collects information in several ways. Some personal information is gathered if you enroll with us. In addition, we may ask you for personal information at other times, including (but not limited to) when you download a file (such as a PDF file) from us; when you obtain financing from us; and when you ask us to contact you or otherwise when we communicate with you. If you contact Everest College, we may keep a record of that correspondence. We will also keep a personal file relating to your enrolment in our programs. Everest College may occasionally ask students to complete surveys that we use for research.

The personal information we collect may include at least some of the following:

- Contact information (such as name, address, e-mail address and telephone number);
- Registration and enrolment information (such as educational records, transcripts, or results of our Assessment Test);
- Proof of identity (such as a signature or driver’s licence number);
- Financial and invoicing information (such as credit card number/expiration date, social insurance number and credit history) to assist Everest College in financial planning and/or to invoice students for courses and materials; and
- Demographic information (such as age, gender, industry and occupation).

## How We Use Your Personal Information

We use your personal information to:

- Provide you with personalized services and interactive communication;
- Assess your suitability for enrolment in our programs;

- Provide you with timely and reliable information on our programs and services and access to resources, including enrolment in our programs;
- Do all the things necessary to administer those programs and services;
- Research, develop, manage, protect and improve those programs and services;
- Advise you about new programs, services and resources that may be of interest to you;
- Develop and maintain our relationship with you and communicate with you;
- Invoice you for enrolment in our programs, materials and resources;
- Collect outstanding debts; and
- To meet regulatory requirements.

## When We Disclose Your Personal Information

Except with your consent or as otherwise described in this Privacy Notice, we will not disclose, sell, licence, trade or rent your personal information to or with others.

Everest College may share personal information with third parties engaged to assist us in providing services to you or to carry out one or more of the purposes described above. These service providers are prohibited from using your personal information for any purpose other than to provide this assistance and are required to protect personal information disclosed by Everest College and to comply with the general privacy principles described in this Privacy Notice.

Everest College reserves the right to disclose personal information to a third party if a law, regulation, search warrant, subpoena or court order legally requires or authorizes us to do so. For example, Everest College may disclose account information in certain circumstances where we have reason to believe that disclosing this information is necessary to identify, contact or bring legal action against someone who may be violating Everest College rules and policies or may be causing injury to or interference with (either intentionally or unintentionally) other Everest College students or employees, or anyone else that could be harmed by such activities.

In addition, Everest College may be required to disclose some of your personal information (namely your name, address, phone number and other contact information) to the Superintendent of Private Career Colleges in Ontario from time to time. You have the right to refuse consent to such disclosure by indicating so in the written enrolment contract you will be required to sign before registration in any of our programs. Everest College may also be required to provide a copy of your official transcript and contact information to the Ontario Association of Career Colleges to be maintained for a minimum of 25 years in accordance with the Private Career Colleges Act, 2005.

Everest College also reserves the right to disclose and/or transfer personal information to a third party in the event of a proposed or actual purchase, sale (including a liquidation, realization, foreclosure or repossession), lease, merger, amalgamation or any other type of acquisition, disposal, transfer, conveyance or financing of all or any portion of Everest College

or of any of the business or assets or shares of Everest College or a division thereof in order for you to continue to be registered in the same programs and to receive the same services from the third party.

## Knowledge and Consent

Everest College collects personal information about you only when you voluntarily provide it or when applicable law authorized the collection of personal information without knowledge or consent. Typically, we will seek consent for the use or disclosure of your personal information at the time of collection. In certain circumstances, consent may be sought after the information has been collected but before use (for example, when we want to use information for a purpose not previously identified).

The form of consent that we seek, including whether it is express or implied, will largely depend on the sensitivity of the personal information and the reasonable expectations of the individual in the circumstances.

You may withdraw consent at any time, subject to legal or contractual restrictions and reasonable notice. If you wish to withdraw your consent at any time, please contact a Student Services Representative at **1-800-874-0255** or **studentservices@cci.edu**. We will inform you of the implications of withdrawing consent.

We will not, as a condition of registration in our programs or the supply of a product or service, require you to consent to the collection, use or disclosure of information beyond that required to fulfill the explicitly specified and legitimate purposes for which the information is being provided.

## Use or Disclosure for Marketing Purposes

If you have not opted out of receiving marketing materials, we may also use (but will not disclose) your personal information to promote and market additional programs, services and special offers from us, our affiliates and/or our business associates, including by means of direct marketing. We may also disclose your name and mailing address to these affiliates and/or third party business associates so that they can send you promotional materials directly.

You can choose not to allow us to use or disclose your personal information for direct marketing purposes by contacting us as outlined below (see "Contacting Us").

## How We Protect Your Personal Information

Everest College will protect your personal information with safeguards appropriate to the sensitivity of the information. The safeguards used by Everest College are intended to protect your personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification, regardless of the format in which the information is held. The methods of protection used by Everest College include physical measures (e.g., locked filing cabinets and restricted access to offices), organizational measures (e.g., security clearances and limiting access on a "need-to-know" basis), and technological measures (e.g., the use of passwords and encryption).

Please keep in mind that whenever you voluntarily disclose personal information online, for example on message boards, through email, or in instant message or chat areas, that this information can be collected and used by others. In short, if you post personal information online that is accessible to the public, you may receive unsolicited messages from other parties in return.

Unfortunately, no data transmission over the internet can be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, Everest College cannot ensure or warrant the security of any information you transmit to us or from our online products or services, and you do so at your own risk. Once we receive your transmission, we make commercially reasonable efforts to ensure its security on our systems.

Ultimately, you are solely responsible for maintaining the secrecy of your passwords and/or any account information. Please be careful and responsible whenever you are online.

## Retention and Storage of Your Personal Information

Everest College retains your personal information for as long as necessary to fulfill the purpose(s) for which it was collected and to comply with applicable laws, and your consent to such purpose(s) remains valid after termination of our relationship with you.

Your personal information may be processed and stored outside of the province in which you reside and/or outside of Canada by us, an affiliate or an unaffiliated service provider for the purposes set out in this Privacy Notice and, under the laws of these other jurisdictions, in certain circumstances foreign courts, law enforcement agencies or regulatory agencies may be entitled to access your personal information.

## Changes to this Privacy Policy

Everest College reserves the right to modify this Privacy Notice at anytime without notice.

## Correcting or Updating Your Information and Contacting Us

You can help us maintain the accuracy of your personal information by notifying us of any changes. You may contact Everest College to request access to, correct or update your personal information.

You may also contact us if you have any questions about Everest College's Privacy Policy or if you have reason to believe that Everest College may have failed to adhere to this Privacy Policy.

### By mail:

**Everest Colleges Canada, Inc.,  
1 Yonge Street, Suite 1900  
Toronto, ON, M5E 1E5  
Attention: Student Services**

Or call us at **1-800-874-0255**

Or send an e-mail to **studentservices@cci.edu**.

Students may also seek advice from, and if appropriate, file a written complaint with, the Office of the Privacy Commissioner of Canada at:

**The Office of the Privacy Commissioner of Canada  
112 Kent Street, Ottawa, Ontario, K1A 1H3  
toll free: 1-800-282-1376  
www.privcom.gc.ca**