

## Accountability

At Viterra Canada Inc. (Viterra), we have a firm commitment to protecting your privacy and security as our customer. Information which can identify you (called “personal information” in this policy), is often required for a business transaction. This document summarizes what personal information Viterra (including its subsidiaries and affiliates) may collect, and how we might use this information. It also describes other important topics relating to your privacy.

## Information Collection

Viterra will only collect personal information (such as name, address, birth date, telephone number, etc.) that is required for the proper functioning of our business, and communicating with you.

## Use of Information

The information you supply will be used by Viterra to fulfill your order, process and document your business transactions, or respond to your inquiries with information about Viterra and our services. We may also determine if the products or services of other Viterra divisions or other strategic business alliances may suit your needs and offer them to you. Legal requirements may also dictate that Viterra collect, process and disclose specific information and retain that information for historical and statistical purposes or to meet other legal requirements.

Viterra may store and process your personal information to better understand your needs and how we may improve our products and services. We may use your information to contact you with marketing or promotional materials, or to assist our front-line staff in providing tailored sales offers to you. We may merge personal information with data obtained from third parties for the same purposes.

As part of our commitment to enhance customer service, Viterra may identify other uses for your personal information. In that event, your consent will be required prior to using your information for any new purpose. In general, the use of Viterra’s products and services constitutes implied consent for Viterra to collect, retain, and use information for the purposes identified in this policy.

## Disclosure of Information

We work closely with our business alliances. In some cases, Viterra may provide services or sell product lines jointly with these businesses. Your information may be shared with agents or contractors of Viterra in connection with services that these individuals or entities perform for Viterra. Our arrangements with any third parties are protected through written confidentiality agreements to



ensure that your personal information can only be used for the purpose for which it was disclosed.

For purposes of credit reporting, credit verification and risk management, we exchange information about our customers with reputable reference sources and clearinghouse services.

If required by law or an investigative body, Viterra may also be required to release your personal information. Viterra will have no legal liability for such disclosures.

## Corporate Web Sites

We are firmly committed to safeguarding the privacy of our customers and web site visitors.

## What Information We Collect

### Personal Information

We do not automatically gather any personal information from you, such as your name, phone number, or e-mail address. This information is only obtained if you supply it voluntarily, usually through contacting us via e-mail, or registering in a secure portion of the sites. You are not required to supply this information to use the visitor's portion of the sites.

If you decide not to provide us with personal information, no material consequences will result, although you may be unable to participate in certain promotions, receive product information, or use portions of our web sites that require personalized information or applications.

### Non Personal Information

We use software that receives and records the Internet Protocol (IP) address of the computer that has contacted our Web sites. We make no attempt to link these addresses with the identity of individuals visiting our sites.

### Cookies

A cookie is a small data file that certain web sites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the site uses to track the pages you have visited, but the only personal information a cookie can contain is information you supply yourself. Some parts of our web sites use cookies to track user traffic patterns. Viterra does not correlate this information with data about individual users, nor does it share this information with or sell it to any third party.



### **How the Information Is Used**

We use this data to tailor the visitor's experience at our sites, showing them content that we think they might be interested in, and displaying the content according to their preferences.

Information and cookies are used to measure number of visits, average time spent on the sites, pages viewed, and other relevant statistics. We collect this information to measure the use of our sites and to improve the content of our sites.

### **Internet Security**

We are committed to the highest standards in Internet security to protect the information you provide to our web sites.

Our servers use advanced encryption technology to protect the storage and transfer of your data from unauthorized parties. Our web sites also use a digital secure server ID to provide you with increased protection on the Internet.

While Viterra uses these precautions to keep personal information disclosed to us secure, the internet presents inherent data security risks which may be beyond our reasonable control. We are not responsible for any internet data security breaches or liable for any loss resulting from such breaches

Viterra also links to sites of other reputable companies. We are not responsible for the privacy policies of such other companies or how they treat information about their users.

### **Opting Out**

Our web sites provide users the opportunity to opt-out of receiving communications from us and our business alliances at the point where we request information about you. You also have the option of removing your information from our web site database so you will not receive future communications or no longer receive service offered through the web sites.

If you prefer not to receive cookies from our web sites, you can set your browser to warn you before accepting cookies and refuse the cookie when your browser alerts you to its presence. You can also refuse all cookies by turning them off in your browser. This could affect the areas of the web sites that are accessible to you.

### **Information Safeguards**

At Viterra, we protect your personal details with safeguards appropriate to the sensitivity of the information. Computer passwords, locked cabinets, and data encryption are used to protect all personal information in our control.



# Privacy Policy

## North America



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Additionally, Viterra has security measures in place to protect the loss, misuse and alteration of your information. Only select employees and agents of Viterra have access to this information.

## Policy Changes

Our privacy policy is regularly reviewed to ensure we continue to serve the privacy interests of our customers. We reserve the right to change and update the privacy policy and these changes will be posted in a timely manner. We encourage you to examine our policy from time to time to ensure you are aware of any changes we may have made.

## Individual Options

Outdated information has little value. We make every attempt to keep customer files complete, up-to-date, and accurate. Upon written request, Viterra will relate the existence, use, and disclosure of your own personal information. Simply notify us about any errors or omissions, and we will promptly correct them.

If you do not want Viterra or our business alliances to make special offers to you based on information about you, your business, or your transactions with Viterra, you have the option to be omitted from this business practice. Simply contact us in writing, via e-mail, or through our web site to express your choice.

## Contact

If you have questions regarding our privacy policy, the security of your personal information, or our compliance with the Personal Information Protection and Electronic Documents Act, contact us via e-mail at [viterra.privacy@viterra.com](mailto:viterraprivacy@viterra.com) or by sending a note explaining your request to the following address:

Privacy Officer  
Viterra  
2625 Victoria Avenue  
Regina, Saskatchewan  
S4T 7T9  
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