

Protection of your personal information is as important to Federated Insurance as it is to you. We **promise** to only collect, use, and disclose your personal information in accordance with your wishes.

## Strength *through* Trust

At Federated Insurance, we are committed to protecting your personal information. We collect, use and disclose your personal information in order to provide you with insurance protection and to provide you with compensation when you are in need. Here at Federated Insurance, the kinds and amounts of personal information that we collect will vary with the type of product or service involved but we are dedicated to collecting only that which is necessary to provide you with the products and services that we offer.

Personal information that may be collected includes:

- Name, address, e-mail address, and phone number
- Age, gender, family, and marital status
- Education, employment and financial information
- Banking and Credit information
- Previous insurance and claims experience
- Driver and vehicle information
- Personal Identification and Policy Numbers
- Business and Property information
- Health and Lifestyle information

## Limited Use *of your* Personal Information

As part of our relationship with you, our privacy commitment extends to limiting how we use and disclose your personal information. We may use or share your information to:

- Establish and maintain communications with you
- Assess your eligibility for products and services
- Price products to our mutual benefit
- Investigate and pay claims
- Detect, prevent, and deter fraud
- Offer you products and services to meet your needs
- Compile statistics
- Meet legal, regulatory, and industry requirements.

These are our "Identified Purposes" and should we wish to use or share your personal information for a new purpose, we shall, where possible, explain the new purpose to you and obtain your consent to the new purpose before the information is used or shared. We do not collect, use, retain, or disclose your personal information unless we have a valid reason for doing so and we will not share your personal health information without your express written consent.

## Fairness *and* Accountability

You have the legal right to access and correct personal information in our possession or control, no matter what your relationship is with us. It is also your right to choose not to provide us with some or all of your personal information or to limit the use or sharing of your personal information. Should you choose to exercise these rights, we will accommodate your wishes as best we can but certain information must be collected, used, and shared in order to provide a product or service.

## Security *and* Peace of Mind

Maintaining the security of your personal information is our top priority. Access to our databases is limited to specifically authorized personnel. Your personal information is protected by systems and procedures which are designed to prevent the loss, misuse, inadvertent disclosure, alteration, and destruction of your personal information. Every employee who has access to your personal information is aware of their obligations in protecting the confidentiality of your personal information. No employee is permitted to collect, use, or share your information without approval of Federated Insurance Management.

# Contact Information

If you have questions, regarding:

- our use of your personal information
- your preferences for how we use your personal information
- complaints related to the use of your personal information
- what personal information of yours is in our records

please write to:

Privacy Office  
Federated Insurance  
Company of Canada  
P.O. Box 5800  
Winnipeg, MB R3C 3C9

or

call  
**1-800-665-1934**  
and ask for the Privacy Office

or

e-mail us at  
[Privacy@Federated.ca](mailto:Privacy@Federated.ca)


Further information is also  
available on our website . . .  
[www.federated.ca](http://www.federated.ca)  
under the "Privacy" tab.

The Federated Insurance  
method . . . **getting it  
right the first time.**

The core values that drive our company  
include:

- unique protection programs to satisfy our clients' needs
- innovative concepts to serve the market
- maximum protection value for premium dollars
- nurturing long term mutually beneficial relationships
- striving for customer satisfaction and responsible service

It's our business **to protect yours!**

  
President

Cette brochure est également  
disponible en français.



**Knowing your business matters.**

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Mailing Address: P.O. Box 5800, Winnipeg, MB R3C 3C9  
Telephone 204-786-6431 Toll Free 1-800-665-1934  
[www.federated.ca](http://www.federated.ca)



**Privacy Policy**  
Our commitment to you.