

# Privacy facts statement about TELUS



## Scope

This statement applies to the TELUS family of companies, including those carrying on business as TELUS Communications Company, TELUS Mobility, TELUS Internet Services and TELUS Québec, but excludes customers of any TELUS subsidiary (or operating division within any TELUS subsidiary) that currently operates or previously operated as Emergis Inc.

## Personal information

Personal information is information about an identifiable individual. This includes information about your product and service subscriptions and usage. TELUS collects information about you during the application process (to confirm your identity and credit history), when communicating or transacting business with you, and when providing service to you. We may also collect information about you from third parties that have the right to disclose such information to us.

## Collection, use and sharing

We collect and use information about you:

- To establish and maintain a responsible commercial relationship with you and to provide ongoing service
- To manage your account and understand your needs and preferences, allowing us to offer you other products and services that we think may be of interest to you
- To develop, enhance, market and provide products and services, and to manage and develop our business and operations

There are a variety of circumstances where we may need to disclose or share some personal information about you. For example, we may disclose:

- To a person who, in the reasonable judgment of TELUS, is acting as your agent
- To another communications company or a company involved in supplying you with communications or communications directory-related services
- To a person employed by TELUS to perform functions on its behalf
- To an agent used by TELUS to evaluate a customer's credit worthiness or to collect the customer's account
- To public authorities or their agents in cases of emergency (e.g., if a customer makes a 911 call)

Any such disclosure outside of TELUS is made on a confidential basis with the information to be used only for the purposes for which it was disclosed.

Subject to applicable CRTC regulations:

- Information may also be shared among TELUS business units to help us serve you better
- Information may be shared with credit reporting agencies

From time to time, TELUS may sell parts of its business, sell or securitize assets, or merge or amalgamate parts of its business with other entities. TELUS may disclose information about customers and accounts in the normal course of such transactions as part of due diligence and/or on completion of the transaction.

We may also collect, use and disclose information to meet legal and regulatory requirements.

## Your choices

You may have your name removed from our telephone, mail or email marketing lists by contacting the TELUS Privacy Request Centre at: **1-800-567-0000**.

Our directory publisher, Yellow Pages Group, makes available lists of published names, addresses and phone numbers to selected organizations for a fee.

You may choose to be excluded from these lists by contacting the Yellow Pages Group, Client Services, **1-877-909-YELO**. (Non-published names, addresses and phone numbers are automatically excluded.)

You may refuse to provide personal information to us or withdraw your consent at any time, subject to legal or contractual restrictions and reasonable notice. However, in either case, this may limit our ability to serve you.

## For more details

View details of our privacy code set out in the "TELUS Privacy Commitment" by visiting the Privacy section of our Web site at [www.telus.com](http://www.telus.com) and clicking on "Privacy".

## How to contact us

For more information about our privacy policies, call the TELUS Privacy Request Centre at **1-800-567-0000** or write us at [privacy@telus.com](mailto:privacy@telus.com)