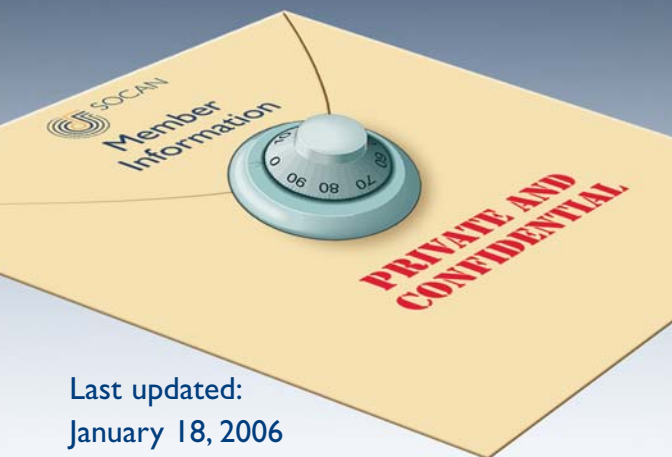


SOCAN Privacy Policy



Last updated:
January 18, 2006

What It Means To You as a **Member**

At SOCAN, we are committed to respecting and protecting the privacy of our members.

Because we respect and value you as a member, we want you to understand that we will protect your privacy and confidentiality around personal information we learn about you as a result of your relationship with us.

The purpose of this privacy notice is to:

- Explain to you SOCAN's privacy policy, which sets out what personal information SOCAN collects about you as a member, and the use to which SOCAN puts that information.
- Explain how your personal information is kept safe and secure from inappropriate disclosure or use.
- Voluntarily comply with the *Personal Information Protection and Electronic*

Documents Act – PIPEDA – and other applicable provincial privacy requirements.

SOCAN has always been concerned about the confidentiality of its members' personal information, and has taken steps to ensure that the information is properly safeguarded and protected.

The Information We Collect

As soon as you become a writer or publisher member, SOCAN begins to store information received about you or your company in our database, and in hard copy files. Our records may contain the following personal information:

- Birth date
- Address (home and e-mail)
- Phone/fax number
- Social insurance number or business registration number
- Completed membership application form
- Signed membership contracts
- Completed work registrations/cue sheets listing shareholder and share information.

During the course of your SOCAN membership, some or all of the following documentation may be added to your SOCAN records:

- Credit card details
- Biographical information
- Photos
- General correspondence
- Work registrations
- Music cue sheets
- Chain of ownership documents including songwriter/publisher agreements
- Performance notification forms
- Banking information
- Third party demands
- Tax forms
- Royalty distribution statements
- Adjustment statements
- Advance statements

How We Use It

The information listed previously is required in order for us to communicate with you, effectively and efficiently manage your account and provide you with information on products and services that may be of interest to you. By accurately identifying you and your catalogue, we can log performances of your works and issue any royalty payments that accrue as a result of these performances.

Your information is stored in files maintained by the Member Services department and only shared with those departments that require it in order to conduct SOCAN business. Information is also shared with other international performing rights organizations, which require it for the same purposes.

Unless required or permitted by law, no information is disclosed to any other third party without your consent. SOCAN is committed to maintaining your privacy in these circumstances.

How Long We Keep It

Your personal information will be maintained in SOCAN files for only as long as necessary to allow us to serve you as a member.

Your Responsibility

To some extent, SOCAN relies on members to update their own personal information. If you have a change to basic personal information (e.g. address, telephone number or e-mail address), you should submit changes via the View/Modify Member Options page of the secure section of SOCAN's website (www.socan.ca) or notify Member Services. When making changes to information of a more sensitive nature (e.g. banking information or changes to shares or shareholders on your works), contact Member Services directly. Unless you advise SOCAN of these important changes, SOCAN has no way of knowing about them. Member Services can be reached, toll-free, at:

1.866.307.6226.

To the best of our ability, we ensure that your file is complete, in that it contains the information necessary in order to accurately log performances of your works and distribute your performance royalties. This includes any documents or other information you supply to us on your own behalf.

Access to Your Personal Information at SOCAN

SOCAN is committed to ensuring that we collect only the personal information about you that we need in order to effectively and efficiently administer your performance right. SOCAN is also committed to ensuring that information about you is accurate and up-to-date. SOCAN will provide you with the information we have when you submit a written request.

In some cases, SOCAN may not be able to provide you with all the information we have about you. This would occur if provision of the information could lead to disclosure of another individual's personal information, where laws or regulations prevent disclosure, or where it would simply be too costly to provide the information. If we decide not to disclose some or all of your personal information to you, we will advise you of the reason.

If you wish to know what information SOCAN currently has about you, you should send a written request to Member Services who will respond to your request within 30 days. If you become aware that the information we have about you is incorrect, you should notify Member Services, who will review the information and take appropriate steps to address your concerns.

Filing a Complaint

If you are dissatisfied with SOCAN's privacy policy or practices, or with the result of your request to access or correct your personal information, you may file a written complaint directed to:

Privacy Officer
SOCAN
41 Valleybrook Drive,
Toronto, ON
M3B 2S6

Or by e-mail to: privacy.officer@socan.ca

The Privacy Officer will investigate the matter, which may require the involvement of management. The Privacy Officer will issue a receipt of complaint within 15 days

and issue a formal response within 60 days from the time the complaint is received and will advise you of any steps taken to correct the problem. If you are still dissatisfied with the response, you may be entitled to make a written complaint to the Privacy Commissioner of Canada.

Consent

We will assume we have your implied consent to continue using your personal information for the purposes described within this pamphlet, until such time as you either provide further written consent, or limit or withdraw your consent.

You can limit or withdraw your consent at any time, subject to legal or contractual obligations. For example, SOCAN is required by law to provide a record of your earning information to Canada Customs and Revenue Agency. In the event that you want to withdraw consent, please contact Member Services at **1.866.307.6226** to discuss the implications of this decision and obtain information about the steps required to proceed with your request.

Changes to SOCAN's Privacy Policy

We may change SOCAN's policy as new services are added or old ones are changed. Such changes will be effective when a notice of the change is posted on our website. Please check our privacy policy from time to time for updates by checking the date of the "last update" at the beginning of this document. The link to the privacy policy is located at the bottom of the home page at www.socan.ca.



SOCAN

Society of Composers, Authors and
Music Publishers of Canada

Société canadienne des auteurs,
compositeurs et éditeurs de musique